

Simpsonelli Productions - Lesson Policies

- Please do not send your child to their lesson if they have flu-like symptoms (fever, vomiting, etc.), or a bad cold.
- Tuition fees reserve weekly lesson times and are due by or before the beginning of each month.
- Notification of inability to attend a lesson is a courtesy but does not excuse payment.
- If a student must miss a lesson, please notify a minimum of 24 hours in advance of the lesson day that will be missed. Phone calls, text, or email are all fine. No-shows or failure to notify the instructor within 24 hours are considered a forfeited lesson.
- **For Private Lessons:** Make-up lessons may be available at teacher discretion, only if 24 hours' notice has been given. Make-up lessons will only be given within 60 days of cancellation. Requests for make-ups are only accepted for illness or family emergencies. Maximum of 1 make-up lesson per semester, subject to instructor and schedule availability. If a scheduled make-up lesson is missed, a second one cannot be scheduled.
- **For Group Classes:** Make-up lessons are not possible, as the class continues with the rest of the group even if one student cannot attend. There are no refunds or credits for missed group lessons.
- If the instructor finds it necessary to cancel a lesson that is already paid, a make-up will be scheduled or the lesson credit will be applied to your next unpaid lesson.
- No make-up lessons, credits, or refunds will be granted in the event that the studio is closed due to extreme weather conditions.
- Students wishing to discontinue lessons, please notify the studio a minimum of 2 lessons before cancellation time.
- NSF payments will be subject to a \$20.00 fee.

Contact Michael at (604) 719-5947. Text or call ok. info@simpsonelli.ca