

Policies & Protocol

Carroll Music Studio teaches approx. 20-25 students each semester. With this number of students, & only one instructor, the guidelines below provide the structure that is necessary in order to maintain fairness & consistency with each & every student.

Missed Lessons:

- 24 hours' Notice is Required
- Sarah Carroll will determine if a make-up lesson can be arranged based on the details surrounding the situation & the current make-up lesson time slot availability

Make Up lessons are only offered on the Friday following the missed lesson. If a make-up lesson is offered, but the student cannot attend on that following Friday, then he/she forfeits his make-up lesson.

- **No-Shows will not receive a make-up lesson.** A no-show is defined as a student not showing up for their lesson without prior communication. There are **NO** exceptions to the no-show policy.

I hope to discourage missed lessons. Your lessons should be treated like a weekly, standing commitment. If a student is not attending his/her lesson consistently, he/she is not likely to progress. If the student is not progressing, lessons become a time of frustration for both the student & the instructor, which can result in a loss of interest. However, if a missed lesson is unavoidable, it must meet the guidelines above to result in a make-up lesson.

Tardiness:

Lesson time slots are scheduled one right after the other, so the lesson time that is lost due to tardiness cannot be made up by extending the lesson. **If a student misses more than 50% of his/her lesson due to tardiness, he/she forfeits his lesson.**

Instructor requested make-up lessons:

In the event that a lesson is cancelled due to the instructor's schedule, make-up lessons or a refund will be offered.

Discontinuing Lessons:

If a student needs to discontinue lessons before the semester concludes, 30 days notice is required. The student is welcome to continue lessons during that 30 days.

If the parent/guardian is utilizing the payment plan, payment for the 30 day period is expected.

If the parent/guardian paid in full, a refund for lessons not used (after the 30 day period is considered) will be issued.