

Versatile Voice Academy
Studio Policies
Last updated December 25, 2022

Lesson Attendance

Student absences are not eligible for lesson credits (refunds).

Make-up lessons will be offered for student absences.

To ensure equal access to make-up lessons, students are limited to 4 make-up lessons per calendar year. Make-up lessons must be used within 30 days of initial absence or student forfeits the lesson. Students are responsible for scheduling make-up lessons.

To be eligible for make-up lessons your teacher must receive at least 24-hours notice of any missed lessons in the form of phone call, voicemail, text message, or email. No-shows or forgotten lessons are not eligible for make-up lessons or credits (refunds).

Make-up lessons cannot be rescheduled.

Lessons cancelled by your teacher will be rescheduled at a mutually agreeable time or a full lesson credit (refund) will be issued towards the following month's tuition charge.

If a student is late, time for lessons will not be extended and the lesson will end at the scheduled time. If a student is more than 15 minutes late, the student forfeits the lesson as a no-show. If teacher is late, missed time will be added to the beginning/end of a future lesson at a mutually agreeable time.

In the instance of inclement weather and illness-related alerts, teacher may opt for temporary virtual lessons. Students and parents will be notified of this change through email, text message, and phone calls when necessary.

In the instance of habitual cancelations totaling 4+ in a 3 month period, teacher reserves the right to remove student from studio. In this case, any prepaid lessons will be refunded at 50%.

In the instance of a student taking a long-term break totaling more than two consecutively-missed lessons, the student forfeits their guaranteed lesson slot and teacher may opt to fill the lesson spot with another student. ***Versatile Voice Academy does not guarantee lesson spots are held for students taking a long-term break.*** Students who wish to hold their lesson slot in their long-term absence may pay the lesson fee in full during the time missed to guarantee their assigned lesson time will remain open for them when they return. If a student chooses to be removed from the schedule with intentions to return after their break without paying for time missed, their assigned lesson time and previous pricing is not guaranteed to be available when they return and will essentially become a "new student". *Students who intend to miss more than two consecutive lessons must give 30 days notice in writing.*

Please notify your teacher two weeks prior to discontinuing lessons. A \$30 fee will be assessed for discontinuing lessons without a two week notice.

Tuition & Billing

Tuition is due on the 1st day of each month.

Invoices will be emailed to the account holder(s) at the start of each month.

Versatile Voice Academy accepts cash, Venmo, and Apple Pay.

Payment for lessons is due before the start of scheduled lesson. Unpaid lessons will not be given unless a prior arrangement has been made with the teachers permission.

A \$25 late fee will be assessed after the 5th of the month plus \$25/wk that payment remains late.

Studio Calendar

Versatile Voice Academy follows the School District of Janesville calendar as well as cancelations for inclement weather. If the School District of Janesville has scheduled off days, there will be no lessons for that day.

Lessons are offered year-round during the school year and summer. Flexible summer scheduling is an option and includes Summer Lesson Packages of 8 lessons or regular weekly lessons June-August.

Practicing

Parental involvement is required for students under 14 in supporting student's weekly practice sessions. Post-lesson emails will be sent to parents so they are aware of the teacher's expectations for practice. Students who are 15 and older should plan their own weekly practice sessions that meets their musical goals.

Students are required to bring a journal, reusable straw, water, and any recommended sheet music or music books to each lesson.

By enrolling in lessons at Versatile Voice Academy, you agree to these policies.