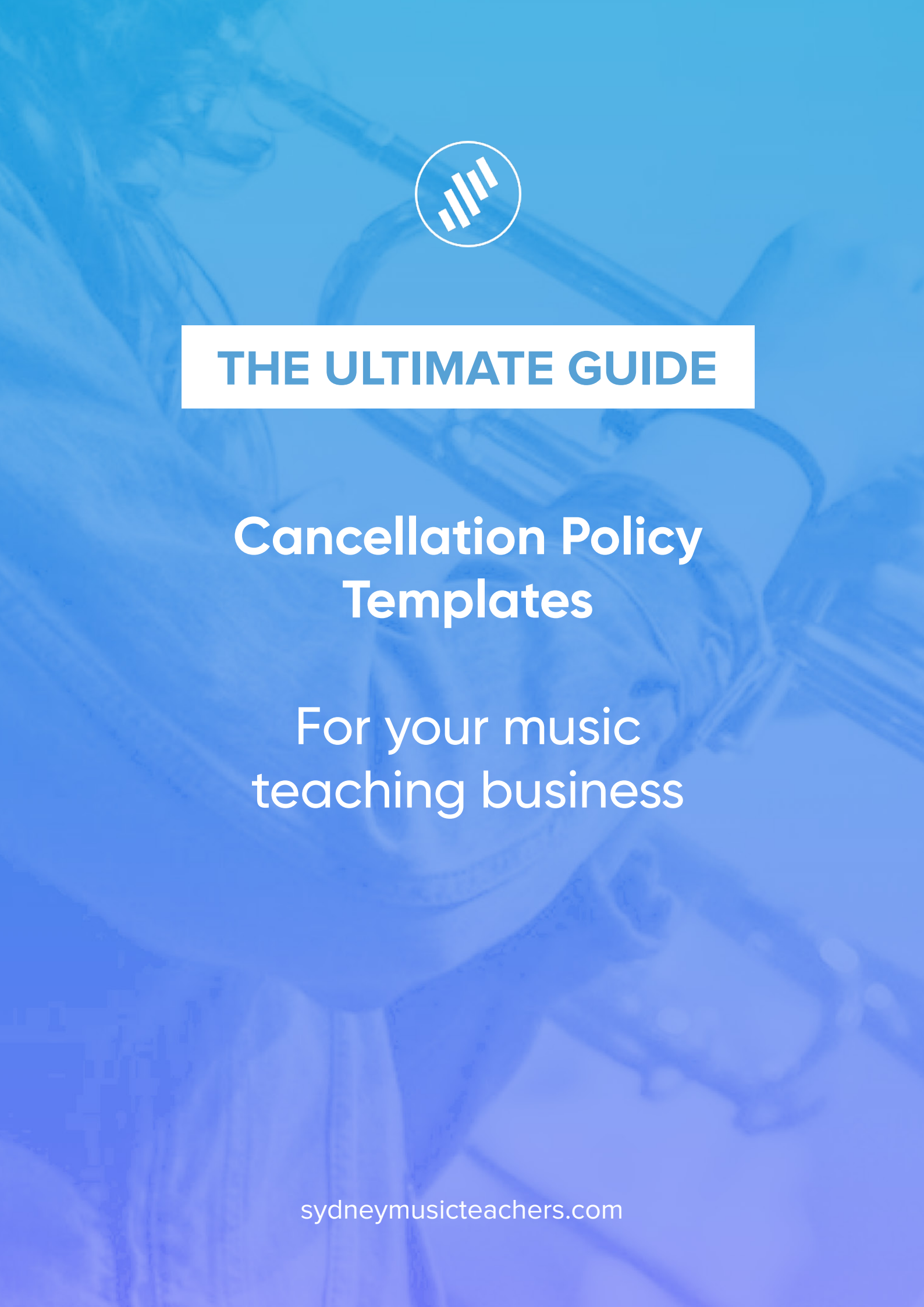


THE ULTIMATE GUIDE

Cancellation Policy Templates

For your music teaching business

sydneymusicteachers.com



HEY THERE, **MICHAEL STORY** HERE.

What is the most valuable commodity on the planet? The non-renewable, always diminishing stuff; which when used correctly yields every great thing, and when wasted is gone forever?

It is time.

This guide is about saving YOUR TIME, and why as a music teacher, you must have a late cancellation policy if you value your time.

I discussed why student cancellations are a big issue in this article and why having a late cancellation policy is morally and professionally right, and how to structure and explain your late cancellation policy; and I'll even give you some great examples of late cancellation policies that work.

You love teaching, you want a prosperous studio or just a guaranteed teaching income you can rely on.

The following pages are a section of templates that you can mix and match to suit your studio's needs.

They are designed to not only give you a headstart but make sure you have all basses covered.

So let's get into it.

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EXAMPLE #1

LESSON POLICIES

LESSON CANCELLATION POLICY

1. Cancellation of a lesson must be made AT LEAST 24 hours prior to the scheduled lesson time in order to receive a make-up lesson (for definition of a make-up lesson, please see below). This includes leaving messages on the answering machine or eMail.

2. No shows or failure to notify the school/teacher within 24 hours is considered a forfeited lesson.

3. No more than 2 cancellations per set of 5 lessons.

4. If you know of dates ahead of time where you/your child cannot make a lesson, please notify the school when booking/paying for your lessons.

5. There are NO refunds on unused or cancelled lessons.

6. Should you choose to take a break, unused lessons can be banked for you for a period of 3 months. Unused lessons after that time will be considered forfeited.

7. Credits CANNOT be transferred from teacher to teacher

8. Should you decide to stop taking lessons altogether, please give your teacher 2 lessons notice.

MAKE UP LESSONS

1. Any lessons cancelled at least 24 hours ahead of the scheduled lesson will receive a make-up lesson at a time convenient to both the teacher and the student. This makeup lesson will not be skipped over or added to the end of the set of 5 lessons.

2. Typically, make-up lessons take place at an alternate time/day within the week. In some cases, the make-up lesson will be added after/before the original lesson time, enabling the student to have an hour lesson.

3. Make-up lessons not used after 3 months will be considered forfeited

4. A make-up lesson can be booked with your teacher directly or the school administration.

PAYMENTS

1. Payments can be made via Visa, Mastercard, Debit, Cash or Interac eTransfers

2. For convenience, we can keep your credit card number on our secure server and run the lesson fees when they come due. Receipts and eMail reminders will be sent out to let you know when the fees are due

3. All lesson fees are due in advance of your first lesson. Should you continue with your lessons, all fees are due on the 5th lesson (prior to the 1st lesson in the next set).

4. If payment is not made by your 5th lesson, your lesson time will be opened up for other students.

5. There are NO REFUNDS on unused or cancelled lessons.

6. Lesson credits CANNOT be transferred from teacher to teacher.

HOLIDAYS / SCHOOL BREAKS

Exceptions will be made with respect to School breaks, Christmas, March Break, Religious and Statutory Holidays. Those weeks will be skipped over during the 5 consecutive weekly lessons. Please advise your teacher as soon as you know you will have to miss a lesson due to these previously mentioned breaks. As some private school have a 2 week March break, we will allow a skipped lesson for the week that coincides with the TDSB. If a student will be missing both weeks during the march break, the 2nd week will be marked down for a make-up lesson.

WHEN YOUR TEACHER CANCELS

In most cases, when your teacher cannot be here, we will find a suitable substitute teacher and the lesson will continue as regularly scheduled. If your teacher cancels a lesson and we are unable to find a substitute teacher, we will skip over that weeks lesson and resume the following week. All payments will be pushed forward to compensate for the missed lesson.

EXAMPLE #2

At [your studio name here], we know that life can be complicated. But we also know that successful and fulfilling musical studies depend on regular commitment. That's why we've designed our cancellation policy to give you as much flexibility as possible while still promoting consistency.

Student Reschedule

a) 48 Hours in Advance
Students may request to reschedule a lesson with at least 48 hours notice. Simply visit the Lesson Log under the Lessons tab on your account and click on Request Change. You will be prompted to suggest an alternate time based on your teacher's stated availability.

Teachers are expected to make up lessons postponed 48 hours in advance within 30 days. In the rare event that a mutually convenient time can not be agreed upon, the lesson should be moved to the end of your current lesson package or if this is not possible, the student can request to be issued a refund.
Please remember that you are paying to reserve a weekly spot in your teacher's schedule. Frequent cancellations not only interrupt your musical progress but also wreak havoc in teachers' busy timetables.

b) Less than 48 Hours in Advance
Students will be charged for lessons cancelled less than 48 hours in advance.
Teachers are not required to make up lessons rescheduled less than 48 hours in advance. However, some teachers will, at their sole discretion, allow later cancellations under certain circumstances. Please notify your teacher of your absence as soon as you can.

c) Extended Absences
If you need to take an extended break, just let us know at least 48 hours before your next lesson. We will either put your lessons on hold until you return, or issue a refund for all uncompleted lessons.
Please note that your teacher may not be able to reserve your specific lesson time if you are away for an extended period.

d) Withdrawing
If you decide to discontinue your lessons, let us know at least 48 hours before your next lesson. We'll be sad to see you go, but we'll refund all uncompleted lessons.

Teacher Reschedule
Teachers may occasionally need to reschedule a lesson due to illness or a professional engagement. Teachers should notify students as soon as possible of foreseeable absences. Except in the case of emergency, teachers are expected to reschedule lessons at least 48 hours in advance.

Teacher Extended Absences
Teachers must give current students at least one week notice if they intend to be absent for more than 7 days.

Requesting a Refund
If you have taken your first ever lesson with a teacher and somehow will not like to continue, you may request a refund for the remainder lessons in your package.

If you have any questions regarding this policy, please contact us at admin@yourstudio.com

EXAMPLE #3

CANCELLATION POLICY:

I require a 24-hour advance notice of cancellation of your voice lesson (unless there is an emergency; this is considered at the time of the event). You are expected to pay for a full lesson if you fail to cancel without 24-hour notice. Note that 9pm the day before your lesson is not 24-hour's notice. I would appreciate time to contact another student who could perhaps use that available time.

Please let me know if you are running late. I will do my best to accommodate you, but I can not guarantee that you will receive a full lesson if you arrive late for your scheduled time.
If I must cancel your lesson for any last-minute unforeseen reason, I will make it up as soon as possible within the same week or at least the same month.

EXAMPLE #4

Taking music lessons requires a commitment from both student and teacher. I am committed to your scheduled lesson time each week, in addition to time spent preparing special lesson material for you. I please ask this of you: be on time for your lesson each week and practice your assigned material. The following policy will help ensure students are not wasting their time or mine.

1. Advance Payment: Lessons are to be paid for, in advance, in 4 or 5 week cycles, depending on the month (some months have 5 lesson dates). An invoice stating lesson dates for that month will be provided to you at the beginning of each month.

2. Cancellations: Students are asked to give at least 24 hour notice to cancel a scheduled lesson, except in the case of illness or other last-minute conflict, in which case students are asked to call/text as so to let us know they will be missing their scheduled lesson time. If notice is provided, a make-up lesson will be scheduled at the earliest possible date. All missed lessons must be made up within that month or forfeited. Missed lessons will no longer carry over into the next month. Special exceptions may be made for summertime schedules.

3. No-shows: If the student misses a lesson without calling/texting in advance (a “no show”), the student will forfeit that lesson and no-make up lesson will be scheduled.

4. Cancellation by teacher: If I need to miss a lesson, I will notify you as soon as possible and we will schedule a make-up lesson. All scheduled lessons cancelled by me will be credited to you and a make-up lesson time will be scheduled with you.

5. LATE for lesson: Most lessons are scheduled back to back. Your lesson will end when it is time for the next student’s lesson to begin.

6. Illness: If you are coughing or sneezing or have any illness that may be contagious, please do not come in for your lesson. We will schedule a makeup lesson for you when you are feeling better.

EXAMPLE #5

This policy is in place to protect the student, the parent, and the teacher, and serves to ensure that lessons run smoothly and without conflict. Remember that, while taken seriously, music lessons are meant to be enjoyable as well as educational. If you have any questions or concerns regarding this policy or your child's lessons, please do not hesitate to contact me.

Lessons
Students may enroll for lessons at any time, and, after the second lesson, are expected to remain enrolled for the entire academic year.

Schedule
Lessons will be held weekly [annual dates here]. Holiday lessons are offered while both the student and teacher are in town, but with flexible scheduling.

Tuition
Tuition reserves the student's weekly time slot in the teacher's schedule throughout the year and is required regardless of attendance.

Rates
[your rates here]

Tuition is paid monthly and is calculated by multiplying the lesson rate by 4 weeks (3 or 5 weeks for certain months). Additional lessons are allowed based on the teacher's availability.

Payment
Tuition is to be paid in advance at the last lesson of each month. Tuition is payable by cash or check. Checks are to be made out to [your business name]. Late payments will incur a $10 fee, which will be waived once a semester. There will be a $30 fee for returned checks.

Tardiness
The student will contact the teacher by phone if they expect to be late for a scheduled lesson.

If a student arrives after their scheduled lesson time has begun, the teacher will complete the lesson in the remaining portion of the time slot. Additional time for student tardiness is not guaranteed.

If the teacher arrives after a scheduled lesson has begun, the teacher will give additional time past the time slot to compensate for their tardiness with mutual acceptance of the student's schedule.

Rescheduling
Students needing to reschedule a lesson should let the teacher know at least a week in advance to ensure a time slot.

Cancellations
Students must cancel lessons by phone or email with at least 24 hours notice. Cancellations are considered excused for illness, family emergency, or severe weather (public school closures). Excused cancellations with sufficient notification will be given a make-up lesson within the month or lesson credit towards the following month. No-shows, or cancellations without sufficient notification will not be given make-up lessons or lesson credits.

The teacher may need to reschedule or cancel a lesson due to illness, family emergency, or performance engagements. In this case, the teacher will provide a make-up lesson within the month or lesson credit towards the following month.

Make-Up Lessons/Lesson Credits
Only 3 excused cancellations will be allowed per academic year. Excused cancellations will be given make-up lessons within the month or lesson credits towards the following month. If a student cannot attend a scheduled make-up lesson, the lesson will be considered forfeited. Make-up lessons are not guaranteed and are subject to availability. If a make-up lesson is not possible, a lesson credit will be applied toward the following month. After 3 excused cancellations, further cancelled lessons will be considered forfeited and will not be given make-up lessons, or lesson credits.

Withdrawal
Students should consult with the teacher if they are considering discontinuing lessons to make sure there are not areas that can be resolved. If the student still decides to discontinue lessons, one month's notice is required. The lessons remaining in that month will be finished out, or held for 6 months as credit in case of return. There are no refunds for withdrawals.

EXAMPLE #6

[studio name here] limits the number customer lesson cancellations to one (1) every two months. Federal holidays, weather cancellations and family vacations are allowed with advanced notice to your teacher. Consistency is key when it comes to gaining the true benefits of taking lessons. Our job is to ensure that all of our students have a chance to experience the powerful and lasting benefits of taking lessons in the first place. Taking lessons on a weekly basis is the best known path to optimal learning.

*Please note that Skype lessons are a great way to still complete lessons when a child is sick, weather concerns, or rescheduling is not going to otherwise work. Your teacher will add 15 minutes of free lesson time to accommodate for the loss of face to face time.

What if I'm on vacation for three weeks?
We will pause your account and you won't be charged. Be sure to give your teacher adequate notice.

What if my teacher cancels?
You won't be charged for teacher cancellations, and we'll do our best to ensure they don't cancel unless absolutely necessary. We want to hear from you if your teacher is canceling scheduled lessons more than once every 2 months.

What if we have a lesson on a holiday?
You can cancel without being charged. Just be sure to provide 24 hours notice to your teacher directly.

What about 24 hour cancellation policy, does this change?
This stays the same, 24 hours notice must be given to your instructor or we must charge you for that lesson.

What if I have bi weekly lessons?
You'll be permitted one cancellation every two months.

Can I reschedule?
We suggest that you attempt to reschedule lessons whenever possible and we'll make sure your instructor does his/her best to accommodate your request.

EXAMPLE #7

A smooth running studio needs terms and conditions. When you book, you accept these policies:

Cancellations are to be made at least 24 hours in advance or fees may incur. Usually 1/2 fee for less than 24hrs or full fee for less than 4 hours.

Students:
Students who pay in advance for the term are given preference for makeup lessons.

Due to time constraints, some makeup lessons might be offered online.

Students who regularly cancel at the last minute or fail to show up for lessons will lose their regular time slot.

Students who pay upfront are given a 10% discount in exchange for their commitment. There are no refunds unless due to teacher cancellation with no make up.

Fees are to be paid by the end of the first week of term if being paid up front, or at each lesson if you wish to pay as you go.

Leaving the studio: If you wish to give up your regular lessons, I require two week's notice regardless of payment method.

The Teacher:
Will use my experience and knowledge to my best ability to provide you with lessons designed especially for you

Provide a safe, private environment to explore your instrument.

Offer makeup lessons when cancellations have been made with reasonable notice (more than 24hrs). If I cannot offer a makeup in person, we can have an online lesson. I do not give refunds for lessons missed.

If I must cancel and cannot make up the lesson, I will credit you at the next invoice.

EXAMPLE #8

Lesson Payment & Cancellation Policy

Taking music lessons requires a commitment from both student and teacher. We are committed to your scheduled lesson time each week, in addition to time spent preparing special lesson material for you.

Advance Payment: Lessons are to be paid for in advance, per lesson or in 4-week cycles. [your fees here]

Cancellations: Students are asked to give at least a 24 hour notice to cancel a scheduled lesson; except in the case of illness or other last-minute conflicts, in which case students are asked to call as soon as they know they will be missing their scheduled lesson time. If notice is provided, a make-up lesson will be scheduled, or we will resume at the next scheduled lesson time.

No-shows: If a student misses a lesson without calling/texting in advance, the student will forfeit that lesson and full payment will be charged.

Cancellation by teacher: If a we miss a lesson we will notify you as soon as possible and we will schedule a make-up lesson. All scheduled lessons cancelled by us will be credited to you and a make-up lesson time will be scheduled with you.

LATE for Lesson: Students more than 5 minutes late for their lesson will not get the full 30 minutes. Most lessons are scheduled back to back. Your lesson will end when it is time for the next student's lesson to begin. If your lesson starts late because the instructor's schedule is running behind, you WILL get your full 30 minutes.

Refunds: If a student decides to quit taking lessons in the middle of a 4-week lesson cycle, all remaining lessons will be forfeited. No refunds will be given. Non-transferable.

Illness: If you are coughing or sneezing or have any illness that may be contagious - PLEASE- DO NOT come in for your lesson, especially if it' s a cold or flu. We will schedule a makeup lesson when you are feeling better.

EXAMPLE #9

Payments
Students are required to pay for lessons in the beginning of every scheduled month of instruction. Students may be subject to forfeiting their scheduled lessons if said payment is not made within two weeks of the pay period. Pro-rated lessons or refunds may be provided under specific circumstances.

Cancellations

24 Hour Cancellation
24 hours notice must be given in order to cancel a lesson. If a student cancels a lesson with a 24 hour notice, make-ups will be given at times and dates within the instructor's schedule or can be arranged at any mutually agreeable time.

Same-day cancellation
If the student cancels on the same day as the lesson, the lesson will be forfeited and there will be no make-up, or refund for that lesson. The payment for the cancelled lesson cannot be applied to future lessons.

No Call/No Show
If the student does not provide notice of absence it is considered a No Call/No Show. There are no make-ups or refunds for No Call/No Shows. The payment for the missed lesson cannot be applied to future lessons.

Illness and Emergencies
In the event that a student falls ill or has a family emergency, the student will have a choice to make-up the lesson or apply the payment to next month’s lessons.

Instructor Cancellation
In the event that the instructor needs to cancel a lesson, the student will have a choice to make-up the lesson or apply the payment to next month’s lessons.

Inclement Weather Cancellation
In the event of inclement weather, the student will have a choice to make-up the lesson or apply the payment to next month’s lessons.