

# MAKEUP POLICIES

As of August 1, 2017

**PLEASE CALL  
201-205-1121  
24-HOUR  
IN ADVANCE**

## PRIVATE OR PARTNER LESSONS

### **CANCELLATION PROCEDURE**

1. Call the office at 201-205-1121 as soon as you find out that you have to cancel an upcoming lesson
2. Fill out an "Absence Request Form" on our Website
3. Please **DO NOT EMAIL** or **TEXT** for cancellation. They will be considered No Show.

### **MAKEUP WEEK**

At the end of each semester Areté Music Academy reserves a week for makeup lessons. If a lesson was cancelled by the instructor or by the school, on a snow day for example, a makeup lesson will be scheduled automatically at the regular lesson time/day during the Makeup Week.

### **EARLY CANCELLATION**

If cancellations are made with 24-hour notice, students may receive up to two makeup lessons per semester.

### **LATE CANCELLATION**

We understand that unforeseen circumstances do occur. Each student is allowed to have one makeup per semester when they cancel with less than 24-hour notice. When that happens, please follow our cancellation procedure and arrange a makeup within 30 days from the day of cancellation. Makeups will not be granted if it is not arranged within 30 days from the day of cancellation.

### **SCHEDULING MAKEUP LESSONS**

All makeup lessons must be scheduled and completed before the end of each semester. When there is more than one makeup needed, please schedule them as soon as possible during the semester. Makeup lessons **CANNOT** be rescheduled and there will be no makeup if you cancel it.

# of cancellations Per Semester	EARLY CANCELLATION (with 24-hr notice)	LATE CANCELLATION ( Less than 24-hr notice)
1 <sup>st</sup> cancellation	A makeup lesson can be arranged and must be used before the end of each semester.	A makeup lesson must be arranged within 30 days from the day of cancellation. Areté Music Academy reserves the right to change instructor for the makeup lesson.
2 <sup>nd</sup> cancellation	Same as above	No makeup
3 <sup>rd</sup> cancellation	No makeup	No makeup

## GROUP CLASSES

Areté Music Academy does not offer make-up for group classes. If a lesson is cancelled by the instructor or by the school, on a snow day for example, a makeup session will be scheduled at the end of each term.

Students who enrolled in a group class with multiple sections, such as *Piano for Beginners*, may attend another section of the class as a makeup, with the permission of the instructor. Please call the main office for availability and schedule.