

Makeup Lesson Policy

Makeup lessons are scheduled on an ongoing basis throughout the year and are scheduled at a time that works for the student and teacher. To ensure that we are able to maximize the time that the teacher has committed to our Studio, makeup lessons may only be booked within 48 hours of the makeup lesson time. This allows for any open spots due to absences, and other unfilled time in the teacher's schedule to be best utilized every day. To schedule a makeup lesson, families may call anytime after 1:00 p.m. two days before the desired makeup day until 8:00 p.m. the day before the makeup lesson will occur to see if their instructor is available for a makeup lesson.

This allows our families greater flexibility not only to make-up their lessons but also to ensure that they are getting their makeup lessons completed within a schedule that is educationally beneficial (i.e. before exams or performances).

Makeup Policies for Private Lessons (In-Studio)

- Absences must be communicated to the Studio by 12:00 p.m. two-days before the day the absence will occur to be eligible for a makeup lesson.
- Makeup lessons will be scheduled during times when the instructor is already scheduled to teach at Music and Play.
- Makeup lessons will be scheduled during the 'Makeup Scheduling Period'. The Makeup Scheduling Period begins at 1:00 p.m. two days before the day of the desired makeup lesson and continues until 8:00 p.m. the day before the lesson would occur.
- It is the parent and/or students' responsibility to contact the Studio during the Makeup Scheduling Period to enquire about booking a makeup lesson.
- Contacting the Studio by email is the preferred method to schedule a makeup lesson. The Studio may also be contacted by phone or in person, however email requests will be processed first.
- All makeup lessons are subject to Studio and instructor availability; we do not guarantee makeup lesson.
- A parent/student may enquire about an instructor's availability prior to the Makeup Scheduling Period, however spots cannot be booked or held in advance.
- Makeup lessons are scheduled on a first-come/first-served basis.
- Makeup lessons cannot be scheduled through the Instructor.

Teacher's Absences

- If the Instructor must be absent and is unable to provide a substitute instructor for the regular lesson time, the lesson will be made up and the instructor will work with the student and the Studio to find and schedule a suitable makeup time.