

**Voice Studio of Jordyn Day
& Affiliates
Studio Policies
Updated September 2023**

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These policies are in place to protect the teacher, student, guardian, and serve to ensure lessons run smoothly without conflict. If you have any concerns about the following policies, be sure to reach out prior to lessons beginning. By scheduling a lesson via email, phone or Acuity, you agree to adhere to these policies. By accepting a lesson time, you agree to adhere to these policies.

LESSONS: Lessons are scheduled with permission by Jordyn (or affiliate teacher) via email, phone or Acuity. Students may begin at any time. Students may also opt to be part of the 'drop-in' schedule, which may be scheduled as needed or as available. Lessons are offered on a weekly or bi-weekly basis in intervals of 30, 45 or 60 minutes.

Jordyn's rates: \$65, \$80 and \$95

Jae's rates: \$40, \$50 and \$70

Iris's rates: \$45, \$50 and \$70

Rates are subject to change with at least 14 days notice via email. Lessons are offered in person at 9635 Firdale Ave Edmonds, 98020 or online via Zoom.

PAYMENT: Invoices are sent via WaveApp to the email address provided. Invoices are for the upcoming month of lessons (ex. Invoice sent on June 1st is for the entire month of June's lessons) and is expected to be paid within 5 days. Unpaid invoices may be subject to a 10% late fee if left unpaid for more than 30 days. Lessons may be paid with card/bank transfer online; lessons can be paid with cash or check in person.

CANCELLATIONS: Students must cancel a lesson by phone or email with **at least 48 hours notice**. 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 reserves the right to allow late cancellations for family emergencies, inclement weather or illness. In the case of excused late cancellations, the student will be offered a makeup lesson but will not be offered a credit. 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.

TARDINESS: The student will contact the teacher by phone or email 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.

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WITHDRAWALS: The studio requests one month notice for a student to withdraw from a recurring time slot.

MATERIALS: Students will provide their own sheet music, as well as a copy (printed or PDF) for the teacher. Double sided copies are preferred. Students should carry a binder or a folder with their music to each lesson. A pencil pouch is suggested for pencils/singing tools.

ILLNESS/COVID: The student acknowledges that they will use their best judgment when it comes to their health the day of their lesson. Students should not attend lessons with a fever or any new or worsening cold/flu symptoms. Lessons may be switched to online in the case of new symptoms, Covid exposure or positive Covid test. The studio, teacher and student acknowledge that singing produces more aerosols than other activities and is therefore a higher risk activity. The studio asks that you utilize best practices (CDC) once a Covid exposure or illness occurs. **Cancellations for Covid related illness, or other illness, outside of the 48 hour window will not result in a credit.** The student may be offered a makeup lesson at the discretion of the teacher.

STUDIO CLOSURE: In the event of inclement weather or other emergency that causes the studio to close, the student will be given a credit for lessons lost. Studio closures will be notified via email as soon as possible.