

Eddie Lewis Studio

www.EddieLewis.com
EddieLewisStudio@gmail.com

STUDIO & SKYPE LESSONS 2020

By taking lessons with Eddie Lewis, you (the student) agree to abide by the ***Eddie Lewis Studio Lesson Policies*** outlined below. Please read this document carefully. These policies are non-negotiable and are in place to ensure that you can enjoy and benefit from the best quality lessons possible.

LESSON TYPES & FEES

Weekly Lessons

(fixed lesson time lessons)

60-minute Lesson: \$55/lesson

30-minute Lesson: \$33/lesson

(the month of weekly lessons must be paid in full at the first lesson of the month)

Ad Hoc Lessons

(flexible or non-weekly lessons)

60-minute Lesson: \$70/lesson

30-minute Lesson: \$48/lesson

(payable before or at the start of the scheduled lesson)

Studio vs. SKYPE Lessons

Lessons prices are the same for STUDIO and SKYPE lessons. The default lesson type is a STUDIO lesson. If you prefer to schedule SKYPE lessons, please ensure that you communicate this preference clearly to our office. You may switch between STUDIO and SKYPE lessons at any time. Simply advise our office at least 24 hours before the start of your reserved lesson time to ensure your teacher is prepared for the correct lesson type.

Other Fees

Administrative Fee: \$15/lesson

This fee is applied to a cancelled lesson (with an excused absence) that is not rescheduled within the allowed period. See Cancellation Notes for details.

Late Payment Fee: \$15/week

This fee is charged weekly – see your invoice for details. Any account not settled by the due date on the invoice is subject to late payment fees.

Online Payment Fee: Varies

Check and cash payments are preferred, and these methods incur no additional fees. Certain online payment methods may attract additional transaction fees – please contact our office for more details.

LESSON CANCELLATION

Once you have been allocated a weekly lesson time, your attendance will be expected at that time each week. You will not receive weekly email reminders about your lesson, so you are encouraged to add your weekly reservation to your own calendar. Your weekly reservation remains in the schedule until such time as you or the studio cancels the lesson. If you are unable to attend your weekly lesson, please ensure that you cancel the lesson at least 24 hours in advance.

Ad hoc students are not allocated a fixed weekly lesson time. Ad hoc lessons should be reserved through our office as they are needed. Your lesson reservation will be confirmed by email. If you are unable to attend the lesson reserved for you, please ensure that you cancel the lesson at least 24 hours in advance. You remain liable for the full lesson fee if you cancel late or fail to attend an ad hoc lesson.

Before you cancel your studio lesson due to weather, transport, or similar complications, consider switching your studio lesson to a SKYPE lesson. You can participate in a SKYPE lesson from the comfort of your home or office. This option allows you to continue taking lessons even when you are on vacation or travelling. To switch your reservation to a SKYPE lesson, please send our office an email at least 24 hours before your scheduled lesson time. This ensures your teacher is ready for your virtual lesson. *(In emergencies where you are forced to switch to a SKYPE lesson and are unable to give us 24 hours advance notice to prepare for your virtual lesson, please expect that your lesson may not start on time and that the lesson may be shorter than usual due to a late start.)*

CANCELLATION BY THE STUDENT

If you need to cancel your scheduled lesson, please do so in writing no later than 24 hours before the scheduled start of the lesson. Your cancellation notice should be emailed to eddielewisstudio@gmail.com. *Please indicate in your cancellation email if you would like to attempt to reschedule the cancelled lesson**. Depending on when you send us your cancellation email, your lesson cancellation will qualify as an **excused absence** or an **unexcused absence**.

Excused absence:

To qualify for an excused absence, your lesson must be cancelled at least 24 hours before the scheduled lesson time. Cancellations should be emailed to eddielewisstudio@gmail.com. An excused absence is charged an administrative fee of \$15. *To avoid paying an administrative fee, you may opt (at the time of cancellation) to reschedule your cancelled lesson. An excused absence will not be charged the \$15 administrative fee if the cancelled lesson is rescheduled to one of the lesson times made available by the studio. These lesson times from which you can select a rescheduled time are made available to you upon request. Note that these available lesson times change from week to week, depending on how full the lesson schedule is for the week. The cancelled lesson must be rescheduled to a lesson time that is no later than one week after the cancelled lesson date. This one-week period for rescheduling cannot be extended. The studio cannot guarantee that any of the lesson times available for rescheduling will suit your personal schedule. If you are unable or unwilling to reschedule within the given week, you

will be charged the \$15 administrative fee for the cancelled lesson. The balance of your fee for this cancelled lesson will be credited to your next month's lesson fee.

Unexcused absence:

A lesson that is cancelled late (less than 24 hours before the scheduled lesson time) or for which the student is absent with no cancellation on record is considered an unexcused absence. A lesson associated with an unexcused absence will be charged the full lesson fee.

CANCELLATION BY THE STUDIO

If your teacher is unable to teach you during your scheduled lesson time, the studio will contact you to cancel the lesson. The full amount paid for the cancelled lesson will be credited to your account and will be reflected on your next month's invoice. If you prefer to take a lesson that week (on a different day or at a different time) *instead of taking the lesson credit*, please enquire about this option. In this case, the studio will assist you in rescheduling the cancelled lesson. No administrative fee will be charged whether you reschedule or opt to take the lesson credit.

LESSON PAYMENT

At the start of your lesson, your teacher will handle any administrative matters. Please hand your payment to your teacher during this time.

PAYMENT TYPES

We prefer payment by:

CHECK (please make your check payable to *Eddie Lewis*)

CASH (please bring the exact amount to your lesson, and request a receipt)

If you do not wish to use one of our preferred payment methods, you may choose to make your payment via PayPal or VENMO. PayPal accepts credit and debit cards,

so you do not have to have a PayPal account to use PayPal. (Note that online payment methods may attract an additional transaction fee. Contact our office for more details if you wish to pay your fees using a credit card or PayPal/VENMO account. *Online payments must be completed BEFORE the start of a month of lessons (for weekly lesson students) or before the start of a lesson (for ad hoc lesson students).*)

DUE DATE FOR LESSON FEE PAYMENT

WEEKLY Lessons:

Lesson fees for the full month of lessons are collected at or before the first lesson of each month. Payment must be made **in full** at or before the first lesson of the month. Note that some months may have four lessons, while others will have five, so your monthly fee will depend on your lesson day and the month of the year. *NOTE that a late payment fee of \$15 per week is charged on accounts with a balance after the first lesson of the month.*

AD HOC Lessons:

The lesson fee for each ad hoc lesson is collected at (or before) the start of the lesson. The lesson must be paid in full at this time. *Partial payments are by arrangement only and will attract a late payment fee of \$15 per week or part thereof until the balance is reduced to zero.* No further ad hoc lessons will be scheduled until your account is settled.

COMMUNICATION

Our primary mode of communication is email. If you need to contact the lesson studio for any reason, you can reach us at:

EddieLewisStudio@gmail.com

If you have not received a response within 24 hours (business hours), please send your message again.