

POLICIES and PROCEDURES

CANCELLATION & RESCHEDULE POLICY: Private Lessons: 24-hour notice of an absence is required to accommodate a private make-up lesson. SATURDAY Students must call the Front Desk voicemail or send the Front Desk a text or email notification by 7:00pm Friday.

“Early Cancelled” Lessons: Lessons cancelled with 24-hour notice are eligible for a Private Make-Up Lessons and expire (90) days from date cancelled (or scheduled during a holiday). It is the student's responsibility to schedule any make-up lessons accrued before the expiration date. Private Make-Up Lessons and are not guaranteed on the same day, time frame, or with the same Coach as the student's weekly lesson. Fulfillment of lessons purchased are the responsibility of the student. We do not give refunds for unused or expired private lessons.

“Missed, “Late Cancelled” or “No Show”:

Missed, Late Cancelled or “No Show” lessons are not eligible for a make-up lesson. In lieu of the lesson, your Coach will put a homework assignment in the Skype Chat. If you are running late or having technical difficulties, please put a notation in the Skype chat so your Coach is notified. If the Front Desk has not received notification and/or your Coach does not hear a reply from you on Skype by 10 minutes into the lesson, they will assume you are not available and will put an assignment in the Skype chat for the student to work on to prepare for the next lesson.

MONTHLY TUITION:

- Billing is on-going month to month and is based on (4) lessons per month, and will occur automatically each month on the date of your first payment. 5th week lessons will occur consecutively in scheduling and will be counted as make-up lessons for Coach Vacations or Studio Holidays.
- Cancellation: 30 days notice cancellation policy - after first (2) consecutive months have billed from date of first payment - two month minimum purchase. Any remaining lessons must be fulfilled within 30 days of cancellation notice date.
- Once enrolled, the Front Desk will contact you to schedule your weekly day and time for your lesson on the Coach Calendar.
- Re-Scheduling lessons is not a problem within each month as long as (24) hour notice is given.

(24) Cancellation Policy: (24) hours notice for a lesson cancellation is greatly appreciated. Any lesson cancelled with less than 24 hours notice is automatically forfeit.

HOLIDAYS: Currently the JOHN HENNY VIRTUAL MUSIC ACADEMY will be closed on the following holidays: Martin Luther King Jr. Day, President's Day, Memorial Day, 4th of July, Labor Day, Halloween, Thanksgiving, Thanksgiving Friday, Christmas Eve, Christmas Day, New Year's Eve and New Year's Day and (2) Annual Studio Vacation periods: A Coach Summer Break around the 4th of July and A Coach Holiday Break around Christmas & New Years Day (with dates TBD each year) based on where the actual Holidays occur.

TARDINESS: Lesson minutes lost due to tardiness are not applied to the next lesson and are not subject to pro-ration. Please be ready on Skype (5) minutes in advance of your lesson time and wait for the Coach to call you. If you are running late or having technical difficulties, please put a notation in the Skype so your Coach is notified. If the Front Desk has not received notification and/or your Coach does not hear a reply from you on Skype by 10 minutes into the lesson, they will assume you are not available and will put an assignment in the Skype chat for the student to work on to prepare for the next lesson.

SUBSTITUTE INSTRUCTOR: A substitute instructor may be provided without notice in the event the assigned instructor is unavailable and rescheduling the lesson is not possible or preferred.

EXTREME WEATHER OR UNEXPECTED INTERRUPTION OF CLASSES: If lessons/classes are canceled due to extreme weather or events beyond our control (e.g. power outages), missed lessons will be rescheduled at the earliest convenient opportunity for the student and the studio. No refunds for lessons/classes missed due to these reasons will be given.

POLICY CHANGES: JOHN HENNY VIRTUAL MUSIC ACADEMY policies and procedures are subject to change without advance notice. Please check our website for the most update version of our policies and procedures.

HOME/CHARTER SCHOOLS:

All Lessons from PO's/Certificates/Vouchers “received by” and “invoiced to” the schools per the John Henry Virtual Music Academy and must be scheduled and fulfilled within said school rules and requirements of what is specifically written on the voucher, (and/or) standard said home/charter school policies (and/or) up to to a maximum of (90) days of initial receipt of PO/Certificates/Vouchers to be scheduled within the confines of the said home/charter current school year. Summer School services must be designated as such and completed by August 31st or the remaining lessons are forfeited. The John Henry Virtual Music Academy does not issue refunds of any kind for unused lessons. Please note that as an approved vendor, we are required by our vendor agreement to schedule students in accordance to their specific home or charter school polices and California State Regulations.