

Nicola Lucas Music Studio Policies

Instruments

1. Students are expected to have a keyboard or piano to practise on at home.
2. If the student is a beginner, exceptions can be made for the first term. By the second term students will be expected to have an instrument at home.

Tuition, payment, and missed lessons

1. Lesson times are fixed. Once a slot has been agreed upon, a new time can not be guaranteed if requested.
2. Tuition is calculated on a month by month basis and is to be paid in advance on or before the first lesson of the month.
3. Payment should be made by cash, PayPal, or bank transfer.
4. If a student has to miss a lesson 24 hours notice must be given and a makeup lesson must be taken within the same term or it is forfeited.
5. Lessons are forfeited if there is less than 24 hours notice. (Exceptions made for illness or emergencies at teacher's discretion.)
6. If the teacher has to cancel a lesson, a makeup lesson will be offered within the same month, or if this cannot be arranged, the lesson will be credited for the next month.
7. Credits are not offered for lessons missed by the student for non-emergencies.

Discontinuation of lessons

1. Cancellation policy is 1 months' notice.
2. I reserve the right to discontinue lessons with a student for any reason. In this case, any unused lessons will be refunded. Reasons for discontinuation may include:
 - Persistent absence/tardiness
 - Excessive requests for scheduling changes
 - Lack of progress due to insufficient practice
 - Unacceptable behaviour

Forced Cancellations

1. Severe weather warnings: storms or snow.
 - a. In the case that the teacher or student cannot make it to the lesson, a makeup lesson will be offered within the same month.
2. Transport strikes:
 - a. In the case that a student is unable to attend the lesson due to transport strikes, a catchup will be offered within the same month or the lesson can be taught online.
3. Infectious disease:
 - a. If it is unsafe to teach in person due to infectious disease, lessons will be moved online.