

LESSON MAKEUP POLICY

I've missed a Lesson!

Our policy regarding missed lessons, is that unfortunately we *cannot offer credits or refunds for lessons that are missed*, whether for future or past invoices. We realise that this may seem inflexible, so we'd like to explain our reasoning:

Like most businesses, our teachers are *employees*, and they rely on being compensated for their time at the studio. To ensure a smooth operation, we schedule lessons in blocks... When a student is unable to attend a lesson, we can't expect our teachers to go unpaid for that time and *then* to rearrange their schedules to accommodate make-up lessons on different days.

We also know that lessons are expensive, and so to help you make the most of your time with us, we offer a way to get back into the groove! Below is a form that allows you to sign up for a makeup lesson when we have openings. These slots become available when another student notifies us of their absence in advance.

Please note that these makeup spots are offered on a first-come, first-served basis and expire at the end of the calendar year.

For this new system to work, we ask that you please let us know if you're going to be away with as much notice as possible so that we can do our scheduling magic behind the scenes and offer your missed lesson to someone on the wait list. We hope, in this way, everyone can benefit from a transparent system of education and of 'Paying it Forward'.

Student Name :

Best Contact :

Pathways Teacher :

Regular Time and Day of Lesson :

Instrument :

Times and Days Available :

Please ensure that you are available for the entire window of time where possible.

Monday :

1.30pm - 3.30pm
 3.30pm - 5.30pm
 5.30pm - 7.30pm
 7.30pm - 9.30pm

Tuesday :

1.30pm - 3.30pm
 3.30pm - 5.30pm
 5.30pm - 7.30pm
 7.30pm - 9.30pm

Wednesday :

1.30pm - 3.30pm
 3.30pm - 5.30pm
 5.30pm - 7.30pm
 7.30pm - 9.30pm

Thursday :

1.30pm - 3.30pm
 3.30pm - 5.30pm
 5.30pm - 7.30pm
 7.30pm - 9.30pm

Friday :

1.30pm - 3.30pm
 3.30pm - 5.30pm
 5.30pm - 7.30pm
 7.30pm - 9.30pm

Saturday :

1.30pm - 3.30pm
 3.30pm - 5.30pm
 5.30pm - 7.30pm
 7.30pm - 9.30pm

Sunday :

1.30pm - 3.30pm
 3.30pm - 5.30pm
 5.30pm - 7.30pm
 7.30pm - 9.30pm

Are you willing to accept a different teacher for this makeup lesson? YES NO



You'll miss a lesson?

Text :

0488 26 19 26

Please do **not** cancel via your teachers email address as they may not pass along the message in time for us to offer the spot out to someone else.

KEY POINTS



Public Holidays

Lessons run during the school term, but not during public holidays with the exception of Adelaide Cup Day.



Make-up Lessons

Make-up lessons are not ordinarily available for any missed lessons that are not the fault of a teacher. Complete [this](#) form to be put on the waitlist for a cancellation appointment.



Cancelling Enrolment

We need to know by week 5 if you won't be continuing next term so that we can plan for staff requirements. Late cancellation will attract a late withdrawal fee of \$180

Please make sure you contact the admin team and NOT your teacher.



Ongoing Enrolment

Students are automatically re-enrolled each term, unless notice is provided by week 5 of the current term.

To keep this system fair for all, please note that if three makeup lessons have been offered which fall within your selected times (and declined by you) your request will be cancelled.

You do not have to choose to have your lesson with a different teacher, but if you select this option, it becomes more likely that we can find a session for you within a reasonable amount of time. All teachers are fully qualified to take any makeup sessions we offer.

Submitting this form :

This form needs to be emailed to info@pathwaysmusic.com.au

When an available slot becomes available, we will simply look at the next email submission and contact you.

This form is not indicative of any monetary value or 'time owing'.

**SUBMIT THIS FORM TO
INFO@PATHWAYS MUSIC.COM.AU**