



PRIVATE LESSON

MAKEUP & CANCELLATION POLICY

A clear guide to absences, notice requirements, makeup eligibility, and no-show fees

THE SIMPLE RULE

If you need to miss a lesson, contact your instructor directly as soon as possible. Whether the absence is eligible for a makeup depends on the reason for the absence and whether the required notice was provided.

1. WHAT TO DO IF YOU NEED TO MISS A LESSON

Contact your instructor directly by email or phone (if the instructor has provided a phone number) as soon as you know you will be absent. The studio office may assist when needed, but direct instructor notification is the preferred procedure.

2. REQUIRED NOTICE

The notice window depends on why the lesson is being missed.

Reason	Required Notice	Makeup Status
Instructor cancellation	Instructor/studio will notify you	EXCUSED - makeup eligible
Sudden illness or family emergency	Notify instructor no later than 2 hours before the scheduled lesson	EXCUSED - makeup eligible
Schedule conflict	At least 24 hours in advance	UNEXCUSED - no makeup
No-show	No notice / student does not attend	UNEXCUSED - no makeup + \$25 fee

EXCUSED VS. UNEXCUSED ABSENCES

Makeup lessons are available only for excused absences.

EXCUSED ABSENCES

- Instructor cancels the scheduled lesson.
- Sudden illness, when the instructor is notified no later than 2 hours before the lesson.
- Family emergency, when the instructor is notified no later than 2 hours before the lesson.

Eligible for a makeup, subject to the calendar policy below.

UNEXCUSED ABSENCES

- Schedule conflict, even when 24-hour notice is provided.
- No-show: the student does not attend and does not provide notice.
- Late notice that does not meet the required notice window.

Not eligible for a makeup lesson.

3. HOW MAKEUP LESSONS WORK

YOUR TUITION COVERS 32 LESSONS

Private Lesson tuition is based on 32 lessons per school year - 16 lessons in the Fall Semester and 16 lessons in the Spring Semester.

The studio calendar generally includes 2-3 additional scheduled lesson opportunities beyond the 32 lessons included in tuition. These additional lesson opportunities are built into the calendar and are not separately included in or added to your tuition.

Before a separate makeup lesson is scheduled for an excused absence, any available additional lesson opportunities beyond the 32 tuition-based lessons must first be used/exhausted.

MAKEUP SEQUENCE



WHY WE USE THIS SYSTEM

Because tuition is based on a fixed number of lessons for the year, the additional calendar opportunities help protect students from losing tuition-based instructional time when an excused absence occurs.

CANCELLATIONS & NO-SHOW FEES

Advance notice helps instructors manage their schedules and offer available time to other students.

4. SCHEDULE CONFLICTS

- Please notify your instructor at least 24 hours in advance.
- A schedule conflict is still considered an unexcused absence.
- The missed lesson is not eligible for a makeup, even when proper 24-hour notice is provided.
- There is no additional cancellation fee when proper notice is provided.

5. NO-SHOWS

\$25 NO-SHOW FEE

A no-show occurs when a student does not attend the scheduled lesson and does not notify the instructor. A \$25 no-show fee will be charged for each incident.

The \$25 no-show fee is the only additional charge for missing a lesson under this policy. The purpose of the fee is to encourage timely communication so instructors can adjust their schedules, accommodate makeups, or make the time available to another student.

6. QUICK REFERENCE

Situation	Notice	Makeup?	Fee?
Instructor cancels	Instructor/studio notice	Yes	No
Sudden illness / family emergency	No later than 2 hours before lesson	Yes	No
Schedule conflict	24+ hours before lesson	No	No
No-show	No notice	No	\$25

REMEMBER

Communicate early. Contact your instructor directly. Excused absences may qualify for a makeup after any available additional calendar lessons are used. Schedule conflicts and no-shows do not qualify for makeups.

Questions about your individual situation? Please contact your instructor or the Lopez Studios, Inc. office.