

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 “Lessons Unable To Occur on Skype due to Student Technical Difficulties”: For Missed, Late Cancelled lessons or Lessons Unable To Occur on Skype due to Student Technical Difficulties, Coaches will refer students to a pre-recorded lesson video on www.jhmacademyvirtual.com to practice with to prepare for the next lesson.

SKYPE LESSONS: Our Skype program and connection has been fully tested at the John Henny Music Academy. **We are not responsible for technical difficulties that occur with a student's equipment or connection.** Please make sure to do your own test prior to the lesson date. You can always arrange at time with the Front Desk to test your connection.

MONTHLY TUITION: For Credit Card payments, monthly tuition is automatically debited from the student's account each month on the 1st and shall continue unless or until the student has cancelled their membership in accordance with the terms of our policies. Monthly tuition is non-refundable.

CANCELLATION or CHANGE TERMS: We have a 30-day cancellation notice policy. A notice to cancel lessons must be submitted in writing to the Front Desk Staff (30) days prior to the anticipated final lesson. The (30) days starts from the date the cancellation notice is received by the owners or studio management, and any additional lessons beyond the current month will be pro-rated and charged at that time based on current monthly pricing. If at any time the student returns, private lesson fees are subject to change without notice.

HOLIDAYS: Currently the JOHN HENNY 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. Students will be charged full tuition each month of the year and lessons that fall on a Holiday or accrued during a “coach break”, will be made up either in advance or within 90 days of the Holiday occurrence.

TARDINESS: Lesson minutes lost due to tardiness are not applied to the next lesson and are not subject to pro-ration. Please be on time.

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 MUSIC ACADEMY policies and procedures are subject to change without advance notice. Please visit our website for updated and current policies and procedures.

Additional SKYPE LESSON Information and Policies:

The Coach will call your Skype Account when the lesson is to start. If you do not hear from your Coach by FIVE minutes **after** your lesson is due to start, please contact the FRONT DESK via the Skype Chat box or text 626.691.5462 (JHMA Front Desk TEXT#)

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If the Coach does not hear a reply from you on Skype by 15 minutes into the lesson, they will assume you are not available and will put together a Lesson Practice Video in lieu of your Skype Lesson for that day. (Please see lesson cancellation policies above).

Coaches are conducting the Skype Music lessons from the Music Academy location on JHMA equipment fully monitored by John Henny and Tracee Theisen-Henny, so all the students are seeing their Coaches in a familiar and professional setting. All the calls and messaging is going through the Front Desk, just like if students were in the studio. Safe and High Quality instruction. The SKYPE CHAT box is where Coaches will leave feedback, homework and supplemental materials for your lessons. It is also a place where students (or parents) can leave questions or messages for their Coach.