



LESSON POLICY

SUBSCRIPTIONS

Subscription plans are chosen on www.mattlovesguitar.com under the “Book Lessons” tab. Subscription plans are to be paid no less than **24 hours** prior to the first scheduled lesson of the selected plan. Advanced payment reserves the day and time of your lessons. All purchased subscription plans are non-refundable.

Accepted forms of payment for subscription plans are Cash, Zelle, Venmo, and Paypal. PayPal payments will incur a fee of \$5 for each transaction.

Subscription plans do not include any retail teaching materials such as books or instruments, nor does it include supplies such as metronomes, tuners, strings, picks, music stands, etc.

CANCELLATIONS AND MAKE-UPS

Students are responsible for attending their lessons at the scheduled time and day each week. To ensure appropriate student progression with the given material, it is expected that each student consistently attend their weekly scheduled lesson.

24 hour notice must be given to cancel a lesson. If the cancellation is less than 24 hours notice, the lesson is forfeited. If the lesson was cancelled before the 24 hour window, then a make-up lesson can be scheduled as long as the teacher’s schedule has an opening.

Make-up lessons are awarded if the teacher’s schedule has an opening during the week in which that scheduled lesson was missed.

In the event of a student emergency or a teacher’s missed lesson, the missed lesson will push the schedule forward one extra week.

Online lessons that cannot be completed due to connection issues or inadequate audio or video can be rescheduled to a different day and time during the week, or moved forward to the next scheduled lesson. It is expected that the student makes every effort to avoid these issues by testing their network out on their own time.

WITHDRAWING FROM LESSONS

To discontinue lessons, please contact the teacher no less than **7 days** prior to the last scheduled lesson in your current plan. This gives the teacher ample time to fill the time slot with another student.