

I.C.I. Studio School of Art

Scheduling Procedures and Policies

All lesson scheduling matters are handled through the online student portal or the Director, and **not the individual instructor**.

You will initially receive an email to create a password to log in to the portal. You can always **access the portal directly from our website at ici-studio.com** under the Private Lesson tab and click on "Student Login". If you have issues logging in or need to reset your password, please email admin@ici-studio.com.

For **student-initiated lesson cancellations and lesson rescheduling**, you must use the portal. ***You must log into the system and cancel a lesson **at least 24 hours in advance** to receive a make-up lesson credit. All students have **unlimited make-up lessons** during enrollment, but are responsible for canceling lessons and scheduling make-up lessons through the portal. If you discontinue lessons with the school, you will have 4 weeks after your last lesson to use any unused make-up lessons.

Once you cancel your lesson through the system, you will receive an immediate lesson credit on your account. To use this lesson credit, simply browse openings on the schedule and book an available day/time for your make-up lesson. We have an array of talented instructors, so if your regular instructor does not have availability, you will be able to book another instructor. There may also be group make-up lesson options available for certain age groups.

SAME-DAY (under 24 hour) CANCELLATIONS:

If you have a same-day cancellation, you may request a **Lessonmate** through our online scheduling portal. This will let the instructor know immediately that you are not attending in-person and are requesting an at-home lesson to be prepared and emailed to you within 24 hours.

For Holiday closures and teacher-initiated cancellations, you will automatically receive a make-up lesson credit to your account in these circumstances.

For significant scheduling changes, such as transferring to another day, upgrading or downgrading your lesson plan, or discontinuing lessons, please email your request to the Director, Jacqui Rohner, at jrohner@ici-studio.com.