

Cultural Collective Arts POLICY AGREEMENT

Thank you for choosing Nesh's Voice Studio @ Cultural Collective Arts! To ensure a smooth start to a fun and professional learning environment, please read the policy agreement below, then sign and return the signature portion at your next lesson. Feel free to contact me with any questions or concerns.

Lessons & Studio Expectations

- 1. Observation:** To make sure students get the most out of every lesson without distractions, we do not allow parents, friends or family members to observe lessons beyond the first session.
- 2. Be Prompt:** *Your lesson start and end time will remain as scheduled.*
 - If you are late for any reason, your lesson will still end at the originally scheduled time.
 - Lost time due to tardiness cannot be added to a future lesson.
 - This policy applies to both in-person and virtual lessons.
 - Your scheduled time is reserved *exclusively for you*, so timeliness is expected & required.
- 3. Virtual Readiness:** If you receive your lessons *online*, it is your responsibility to ensure that everything you need to properly connect with your coach online is set in place *prior* to your scheduled lesson time. You should have:
 - Reliable high-speed internet
 - A working device with camera and audio
 - A quiet space
 - Lessons will not be rescheduled due to last-minute technical issues, poor internet, or failure to log in on time. *If problems arise, contact your coach immediately.*
- 4. Minors & Pick-up:** Be courteous to fellow students and parents. If the student is under 18:
 - Parents/guardians must arrive 5 minutes prior to the end of the lesson.
 - CCA is not responsible for supervising students before or after their scheduled time.
 - If you are more than 5 minutes late to pick up your child for any reason, a **\$15 fee** will be charged for **every 5 minutes you are late** until you arrive.
- 5. Student Preparation:** Students must come prepared with all curriculum and necessary materials: Water, pencil for note taking, any assigned sheet music, tracks, sheet music, etc.

Individual Lessons & Packages

1. When A Family Purchases a **Specialized Package** (Silver, Gold, or other packages):
 - Lessons must be used within one month or the agreed timeframe.
 - Once all lessons in the plan are completed, the plan is considered fulfilled.
 - New lessons require new payment.
- 2. Lesson Tracking:** *Families are responsible for understanding their payment cycle.*

- If you are unsure, you may ask before scheduling additional lessons.
- Confusion does **not** cancel payment.

3. **Sign-in Sheet** (Official Record): CCA uses a formal sign-in sheet for every private lesson.

- Students (or guardians) must sign in before each session.
- The coach also signs to confirm attendance.
- This sign-in sheet (as well as the online master sign-in sheet) is the **official & final record** of all completed lessons.
- Any dispute about “how many lessons are left” will be resolved using this signed record.

Payment Policy

1. **When Payment Is Due?:** **Payment is to be made directly to your coach.**

- Payment is due at or before the time of service.
- If tuition is not paid by your scheduled lesson time, services will be suspended immediately until paid in full. You may also be blocked for future scheduling.
- Monthly tuition is due IN FULL on the same calendar date of your first lesson. *(Example: Payment is due every 15th of the month if you started on the 15th that prior month.)*

2. **Missed Lessons:**

- If your payment is delayed for any reason, **A \$15 late fee will be added to your balance every day until full payment is received.**
- Any missed lessons (without proper reschedule) are forfeited — no makeups, no credits, no refunds. **Students are still responsible for the full payment of missed / forfeited lessons.**

3. **Five Week Months:** In months that have 5 weeks, students **enrolled in a monthly plan** who are in good financial standing may receive added lessons of their choosing at **half price**.

4. **Recitals & Showcases:** CCA offers a number of performance opportunities for students.

- Some showcases have a **small technical fee** per performer.
- Participation is **encouraged** but not required.

5. **Gift Certificates:** Gift certificates are valid for two (2) months from the date of purchase and are **non-refundable**. *(More info about gift certificate pricing and policies can be found online or directly from coach.)*

Scheduling, Rescheduling, & No Shows

1. **CCA Hours and Scheduling:** Cultural Collective Arts and NVS is **closed** Friday sundown to Saturday sundown and on select biblical holidays including Passover/Yom Kippur, Pesach, Shavuot, Yom Teruah, Sukkot, Thanksgiving day, and November 12th.

- Students enrolled in **Specialized Packages** have **priority booking**.
- Students may select a **perpetual** day & time to meet, or choose to meet “**at will**”. Students must schedule their lessons **at LEAST 2 days in advance** for their time to be honored.

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- If you plan to miss lessons around holidays or travel, **notify** your coach immediately.
2. **48 hour Cancellation:** Reschedule with your coach directly, **before** your scheduled lesson.
- If you fail to reschedule your lesson 48 hours in advance for any reason (including illness, car trouble, work conflicts, doctors appointments, school activities, etc.), **you will STILL be charged for the lesson or lessons with no option to reschedule.**
 - If you cancel or do not show up for your lesson and do not communicate the same day for any reason, **your lesson will be forfeited**, you will not receive a refund, and CCA reserves the right to block future bookings.
3. **Make-up Window:** When given proper notice, students have **7 days** from the date of the missed lesson to reschedule and attend their session
- If you fail to make up the lesson within one week, the makeup is **lost permanently** with no option for a refund.
4. **Rollovers & Credits:** **CCA does not “roll over” or “credit” missed lessons.**
- If allowed absences have occurred and a 48-hours notice has been given, those lessons will be made up within that pricing period, not credited to the following month.
 - Makeups must occur within the same pricing period & within 7 days of the date missed.
5. **Refunds:** **CCA does not offer refunds of any kind.** If you have outstanding lessons, we are happy to make sure you receive what is due to you if proper actions have been taken and your lessons are within the 7 days of the original missed lesson date. (See #3 and Individual Lessons & Packages)
6. **Discontinuing Lessons:** In the event that you wish to pause or suspend your training:
- You must give **written notice** [text/**preferably email**] 48 hours before your next lesson.
 - If proper notice is not given, your account will be automatically charged for the full amount of the following month or the next lesson if a pricing plan is not in place.
7. **Coach Absence or Substitute:** If your coach is unavailable, sick, or traveling:
- CCA may assign a qualified substitute coach **or**
 - Your lesson will be rescheduled at the next available time.
 - If your coach is late or cancels abruptly, time may be added to the current or next lesson to fulfill your complete hour. You may also receive priority scheduling to make up for your cancelled lesson if it cannot be worked out the same day.

Professionalism Clause

CCA Reserves the right to discontinue lessons if:

- Policies are repeatedly violated
- Payments are consistently late or withheld
- There is disrespect toward the coach, staff, or studio

Mutual Respect is REQUIRED.

RESOURCES

Mailing List

Subscribe to the mailing list on the website for updates on sales/discounts, performance dates, blogs, new video content, and more.

How?

- Go to the site ['CulturalCollectiveArts.org'](http://CulturalCollectiveArts.org)
- Click the menu button in the top left corner, click on the *Contact Us* page, scroll to *Drop Us A Line*, and subscribe.

Contact Me

When I say hit me up at any time, I really mean it! If I am busy at the moment I always make it a point to get back in touch within [at most] 48 hours.

How to reach me:

- Website: CulturalCollectiveArts.org
- Phone: (216)-304-7090
- Email: NCArts.Info@gmail.com or CulturalCollective.Arts@gmail.com
- [Facebook](#) / [Instagram](#) / Twitter / Snapchat
 - Social media accounts are linked in the website

Agreement & Signature

I have read and agreed to all of the above and will **comply accordingly** and **entirely** with the requirements and policies of Cultural Collective Arts.

Your Legal Name: _____

Your Email Address: _____

Signature: _____

Date: _____

Instructor's Name: _____