

Cuevas Sound Spectrum

Attendance Policy

Printable Client/Program Document

Compassion • Integrity • Inclusion • Individualized Support

Attendance Policy

Cuevas Sound Spectrum

Purpose

Cuevas Sound Spectrum provides recurring music lessons based on a reserved schedule. Each client's lesson time is specifically held for them and is not available to other clients once reserved.

This Attendance Policy explains expectations for attendance, recurring time slots, cancellations, missed lessons, late arrivals, makeup lessons, schedule changes, student readiness, parent communication, in-home lessons, virtual lessons, and client responsibility.

Lesson Length	Frequency
30-minute lessons	Once per week, twice per week, or more.
45-minute lessons	Once per week, twice per week, or more.
1-hour lessons	Once per week, twice per week, or more.

Reserved Recurring Time Slot

Clients are assigned a recurring lesson time based on their selected schedule and service agreement. Once a time slot is reserved, that time is held specifically for the student. Clients understand that their reserved time slot is a standing appointment and must be treated as a consistent commitment.

Recurring time slots are offered based on availability and are not permanently guaranteed. Priority may be given to clients who maintain consistent attendance, timely payment, respectful communication, and active enrollment.

Attendance Expectation

Clients are expected to attend lessons consistently and arrive on time for each scheduled lesson.

Area	Why It Matters
Student progress	Skills build through repetition, practice, and consistency.
Lesson planning	The instructor prepares based on the student's goals and needs.
Schedule stability	Reserved time slots affect the full studio calendar.
Service consistency	Missed lessons interrupt learning momentum.
Fairness to others	Reserved times cannot easily be offered to another client.

Lesson Frequency

Clients may be scheduled once per week, twice per week, three times per week, more than three times per week, or another approved schedule. If a client attends lessons more than once per week, each scheduled lesson is considered a separate reserved time slot.

Lesson Duration and Start/End Time

The client may be scheduled for 30-minute, 45-minute, 1-hour, or other approved lesson durations. Lessons begin and end at the scheduled time listed in the client's recurring time slot. The scheduled lesson time is not adjusted based on late arrival, delayed setup, parent conversation, forgotten materials, student not being ready, difficulty accessing the lesson location, technology issues on the client's end, or student refusal or delay in participation.

Missed time due to any of the above reasons does not extend the lesson, reduce the lesson fee, create a credit, or guarantee a makeup lesson.

Late Arrival Policy

Clients are expected to arrive on time. If a student arrives late, the lesson will still end at the originally scheduled time. Late arrival does not extend the lesson time, reduce the lesson fee, create a credit, or guarantee a makeup lesson.

Scheduled Lesson	Client Arrival	Lesson Still Ends
4:00 PM - 4:30 PM	4:10 PM	4:30 PM
5:00 PM - 5:45 PM	5:15 PM	5:45 PM
6:00 PM - 7:00 PM	6:20 PM	7:00 PM

Instructor Waiting Period

If the student is not present, available, or ready at the scheduled start time, the instructor may wait for a limited period before the lesson is considered a no-show.

Lesson Length	Instructor Waiting Period
30-minute lesson	Up to 10 minutes.
45-minute lesson	Up to 15 minutes.
1-hour lesson	Up to 15 minutes.

After the waiting period, the lesson may be considered a no-show and billable. The instructor is not required to extend the lesson, remain beyond the scheduled time, or return later in the day.

Student Readiness and Preparedness

Students should be ready to begin at the scheduled lesson time. Student readiness includes being awake, dressed appropriately, available for the lesson, having required materials ready, being in the lesson area on time, being prepared to participate, and having sensory supports ready if needed.

Students should bring or have ready required materials, such as instrument, music book, notebook or binder, practice log, drumsticks, assigned materials, water, sensory supports, or visual supports. Failure to bring materials does not cancel, extend, credit, or refund the lesson.

Parent Conversation Time

Parent questions, updates, or discussions should take place before or after the lesson when time allows. If parent communication occurs during the scheduled lesson time, it may reduce the student's instructional time. Extended parent meetings, progress discussions, scheduling conversations, billing questions, or policy discussions may need to be scheduled separately.

Cancellation Notice Requirement

Clients must provide at least 24 hours' notice when canceling or requesting to reschedule a lesson. A cancellation made with less than 24 hours' notice may be considered a late cancellation and may not be eligible for a makeup lesson, credit, refund, or schedule adjustment. Cancellations are not considered confirmed unless Cuevas Sound Spectrum receives the notice through an approved communication method.

No-Show Policy

A no-show occurs when a client does not attend a scheduled lesson and does not provide notice before the lesson time. A no-show may also occur when the student is not home or available, the instructor cannot access the lesson location, the student is asleep or unavailable, the client forgets the lesson, the student is not prepared within the instructor waiting period, or the client does not respond to communication at the scheduled time.

No-shows are not eligible for refunds, credits, or guaranteed makeup lessons.

Makeup and Rollover Lesson Policy

Cuevas Sound Spectrum will try its best to provide makeup lessons when possible; however, makeup lessons are not guaranteed. Makeup lessons are based on instructor availability, studio scheduling, client availability, proper cancellation notice, reason for absence, current studio calendar, and existing makeup lesson limits.

Clients may receive up to two makeup or rollover lessons per month maximum, when applicable and approved. Clients who attend lessons twice per week or more are still subject to the studio's makeup lesson limit unless otherwise agreed in writing. Additional missed lessons beyond the monthly limit may not be made up, credited, refunded, discounted, or rolled over.

Approved makeup lessons must be completed within the same billing month unless otherwise approved in writing. Unused makeup lessons expire at the end of the month and do not convert into refunds, credits, future lesson balances, discounts, additional free lessons, or rollovers into future months.

Fifth Week Policy

Monthly tuition is based on the client's recurring lesson schedule and studio billing structure. Some months may contain a fifth week depending on the calendar. If a client has no missed lessons requiring a makeup lesson, the fifth week may be provided as an additional/free lesson when available and applicable. If the client has missed lessons during the month, the fifth week may be used for approved makeup lessons.

Illness, Emergencies, Weather, and Studio Cancellations

Clients should not attend lessons if the student or household has symptoms that may affect health and safety. Cuevas Sound Spectrum may cancel or end a lesson if a student appears too ill to participate safely.

Cuevas Sound Spectrum understands that emergencies may occur and may review medical emergencies, family emergencies, severe weather, unsafe travel, or sudden unavoidable conflicts on a case-by-case basis.

Cuevas Sound Spectrum reserves the right to cancel, reschedule, or modify lessons due to unsafe weather, road conditions, emergencies, illness, power outages, unsafe travel conditions, or circumstances outside of the studio's control. If Cuevas Sound Spectrum must cancel a lesson, the client may be offered a makeup

lesson, credit, schedule adjustment, virtual lesson, or other resolution at the studio's discretion.

In-Home, Safe Environment, and Travel Access

For in-home lessons, the client is responsible for ensuring the instructor has safe and timely access to the home at the scheduled lesson time. The client is responsible for providing the correct address, access instructions, gate codes, parking details, ensuring the student is home and ready, and ensuring the home environment is safe and appropriate.

Clients must provide a safe, clean, respectful, and appropriate lesson environment. Cuevas Sound Spectrum reserves the right to cancel, pause, or end a lesson if the environment is unsafe, disruptive, unsanitary, threatening, inappropriate for instruction, too loud or chaotic for learning, or a risk to the instructor or student. If a lesson is ended or cannot occur because of an unsafe or inappropriate environment, the lesson may still be considered billable.

Sibling, Guest, Pet, and Distraction Policy

Only the enrolled student should participate in the lesson unless otherwise approved. Siblings, friends, guests, pets, television, phones, tablets, video games, or other distractions should not interfere with instruction. If distractions prevent instruction, Cuevas Sound Spectrum may modify, pause, or end the lesson. The lesson may still be considered completed and billable.

Virtual Lesson Technology Policy

For virtual lessons, clients are responsible for having a working device, stable internet connection, camera, sound/audio, lesson link/platform access, required lesson materials, instrument, and quiet learning space ready before the scheduled start time. Technical issues on the client's end may reduce lesson time and do not automatically qualify for a refund, credit, or makeup lesson.

Schedule Changes and Temporary Pauses

Clients who need to change their recurring time slot must submit a schedule change request in writing. Schedule changes are not guaranteed and depend on availability, instructor schedule, client attendance history, service frequency, and business needs.

Clients who need to pause lessons due to travel, illness, family obligations, school schedule changes, or other reasons must notify Cuevas Sound Spectrum as early as possible. Cuevas Sound Spectrum may not be able to hold a recurring time slot during an extended absence unless payment continues or a written arrangement is approved.

Payment and Attendance

Payment reserves the client's recurring lesson time, not only the student's attendance. Because the time slot is reserved specifically for the client, missed lessons may remain billable even if the student does not attend. Failure to attend does not automatically cancel payment responsibility.

Emergency Contact Requirement

Clients must provide current emergency contact information. Parents or legal guardians are responsible for notifying Cuevas Sound Spectrum of any changes to phone numbers, emergency contacts, medical concerns,

allergies, behavioral needs, safety information, authorized adults, or pickup information.

Repeated Attendance Issues

Repeated cancellations, late arrivals, missed lessons, no-shows, late payments, lack of access, or inconsistent attendance may result in a review of services. Cuevas Sound Spectrum reserves the right to discuss attendance concerns, limit makeup lessons, require schedule change, release time slot, pause services, or terminate services.

Attendance Policy for Minors and Timely Pickup

For minor students, the parent or legal guardian is responsible for ensuring the student attends lessons on time and is prepared to participate. Minor students must be picked up on time at the end of the scheduled lesson. Cuevas Sound Spectrum is not responsible for supervising students beyond the scheduled lesson time unless prior written arrangements have been approved.

Attendance Records

Cuevas Sound Spectrum may keep records of attendance, late arrivals, cancellations, no-shows, makeup lessons, schedule changes, parent/client communication, payment status, lesson notes, access issues, and safety concerns.

No Automatic Refunds, Credits, or Extensions

Missed lessons, late arrivals, late cancellations, student refusal, lack of access, forgotten materials, or failure to prepare for lessons do not automatically qualify for refunds, credits, discounts, extended lesson time, guaranteed makeup lessons, future lesson balances, or reduced monthly tuition.

Final Attendance Statement

By enrolling in recurring lessons, clients understand that Cuevas Sound Spectrum reserves a specific weekly time slot for the student. Attendance, timely payment, respectful communication, student readiness, and consistency are required to maintain that reserved time.

Attendance Agreement Form

Student Name: _____

Client/Parent/Legal Guardian Name: _____

Phone Number: _____

Email Address: _____

Emergency Contact Name: _____

Emergency Contact Phone Number: _____

Lesson Length: 30 minutes 45 minutes 1 hour Other: _____

Lesson Frequency: Once per week Twice per week Three times per week More than three times per week Other: _____

Recurring Lesson Day(s): _____

Recurring Lesson Time(s): _____

Lesson Location: Studio Client home Virtual Community-based location Other:

Payment Schedule: _____

Client/Parent/Legal Guardian Signature: _____

Printed Name: _____

Date: _____