

Cuevas Sound Spectrum

Cancellation, Refund, Rollover, and Travel Policy

Printable Client/Program Document

Compassion • Integrity • Inclusion • Individualized Support

Cancellation, Refund, Rollover, and Travel Policy

Cuevas Sound Spectrum

No Returns or Refunds

Cuevas Sound Spectrum has a no returns and no refunds policy.

All payments made for lessons, services, monthly tuition, packages, travel fees, or scheduled sessions are considered final. Missed lessons, late cancellations, no-shows, late arrivals, unused services, or failure to reschedule do not qualify for a refund.

Cancellation Policy

Clients must provide at least 24 hours' advance notice when canceling or requesting to reschedule a lesson or service.

Cancellations must be communicated directly to Cuevas Sound Spectrum by an approved method, such as text message, email, or phone call.

If a cancellation is made with less than 24 hours' notice, the service will be charged the full amount.

Late cancellations are not eligible for:

- Refunds
- Credits
- Discounts
- Guaranteed makeup lessons
- Reduced monthly tuition

Late Arrival Policy

Clients are expected to arrive on time and be ready to begin at the scheduled lesson time.

If a client is running late, the client must contact or notify Cuevas Sound Spectrum as soon as possible.

A 15-minute grace period is allowed for late arrivals.

Arrival Time	Policy
1-15 minutes late	Lesson may continue, but still ends at the scheduled time.
More than 15 minutes late	Automatic cancellation.
More than 15 minutes late with no notice	Automatic cancellation/no-show.

If the client is more than 15 minutes late, the lesson will be automatically canceled, and the service will be charged the full amount. Late arrival does not extend the scheduled lesson time.

Client Responsibility to Reschedule

The client is responsible for reaching out to reschedule a canceled, missed, or rollover lesson.

Cuevas Sound Spectrum may provide available rescheduling options when possible, but rescheduling is not guaranteed and is subject to instructor availability, studio schedule, client availability, and policy requirements.

Failure to contact Cuevas Sound Spectrum to reschedule may result in the missed lesson being forfeited.

Rollover Lesson Policy

Each client is limited to two rollover lessons per month.

A rollover lesson is an approved missed or rescheduled lesson that may be made up within the same month, based on availability and proper notice.

Clients may not roll over more than two lessons per month unless approved in writing by Cuevas Sound Spectrum.

Rollover Lessons Per Month	Policy
1-2 rollover lessons	May be allowed if approved and available.
More than 2 rollover lessons	May result in an additional fee, forfeited lesson, schedule review, or being dropped from the recurring time slot.

More than two rollover lessons in one month may result in:

- Additional fee
- Loss of additional missed lessons
- Loss of reserved time slot
- Required schedule review
- Being dropped from recurring services

Rollover lessons do not convert into refunds, credits, or future balances.

Required Adult Attendance for Minor Students

For all lessons involving minor children, a parent, caregiver, guardian, or responsible adult over the age of 18 must be present during the lesson.

This policy applies to:

- Studio lessons
- In-home lessons
- Community-based lessons
- Virtual lessons, when appropriate

The adult present is responsible for the child's supervision, safety, timely arrival, timely pickup, and support outside of direct instruction.

Cuevas Sound Spectrum reserves the right to cancel or end a lesson if a minor student is not accompanied by a parent, caregiver, guardian, or responsible adult over the age of 18. If a lesson is canceled due to lack of

required adult supervision, the service may still be charged the full amount.

Travel / In-Home Lesson Policy

If Cuevas Sound Spectrum is traveling to the client's home for lessons, the client must provide at least 48 hours' notice for scheduling changes, cancellations, rescheduling requests, or location changes involving travel.

In-home lessons may require an additional travel fee.

The client is responsible for:

- Providing the correct address
- Giving gate codes, parking instructions, or access details
- Ensuring the student is home and ready
- Ensuring an adult over 18 is present for minor students
- Providing a safe, clean, and appropriate lesson environment
- Notifying Cuevas Sound Spectrum of any location or schedule changes at least 48 hours in advance

If Cuevas Sound Spectrum travels to the home and the student is unavailable, the home is inaccessible, the client is more than 15 minutes late, or the environment is unsafe or inappropriate for instruction, the lesson may be considered canceled/no-show and charged the full amount.

Additional Travel Fee

In-home or community-based lessons may include an additional travel fee.

Travel Fee: \$ _____

Travel Area/Limit: _____

Additional Mileage Fee, if applicable: \$ _____ per mile

Travel fees are separate from lesson fees unless otherwise agreed in writing.

Client Acknowledgment

By enrolling in services with Cuevas Sound Spectrum, the client, parent, guardian, or caregiver understands and agrees that:

- There are no returns or refunds
- Cancellations require 24 hours' advance notice
- Cancellations with less than 24 hours' notice are charged the full amount
- Clients must notify Cuevas Sound Spectrum if they are running late
- There is a 15-minute grace period for late arrivals
- More than 15 minutes late results in automatic cancellation and full charge
- The client is responsible for reaching out to reschedule lessons

- Each client is limited to two rollover lessons per month
- More than two rollover lessons may result in a fee, forfeited lesson, schedule review, or dropped time slot
- A parent, caregiver, guardian, or adult over 18 must attend lessons with minor children
- In-home lessons require 48 hours' notice and may include an additional travel fee

Signature Section

Client/Parent/Legal Guardian Name: _____

Student Name: _____

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

Lesson Frequency: Once per week Twice per week Three times per week Other:

Recurring Lesson Day/Time: _____

Lesson Location: Studio Client Home Virtual Community-Based Other:

Travel Fee, if applicable: \$ _____

Client/Parent/Legal Guardian Signature: _____

Date: _____