



Friendly-Frets Lesson Policy for Scheduling Lessons & Cancellations

Updated April 1st, 2023

Thank you for your interest in taking lessons at Friendly Frets! I have established the following policies pertaining to scheduling and lesson cancellations. Please take the time to familiarize yourself with them and contact me if you have any questions! Thank you! ~Gordon Tibbits



Scheduling Lessons:

- Lessons are scheduled in advance on a monthly basis.
- **General Lesson Schedule: Tuesdays - Fridays between 10:00 a.m. - 5 p.m Pacific Standard Time.**
- Available lesson times are scheduled on a “first-come - first served” basis.
- Students can expect to keep their same lesson day/time each month contingent upon following the friendly-frets tuition policies. I will send students/parents a calendar invite once we have scheduled our first lesson.
- I retain the right to amend my scheduling availability with students/families. I will make my best efforts to provide ample notice of this change barring any unforeseen circumstances.

Lesson Scheduling Options:

- **Weekly lessons:** We will meet on the same day/time each week available within the month. Tuition will sometimes vary due to the number of times that particular day/time falls within a given month.
- **Bi-Weekly Lessons:** We will meet on the same day/time every other week.
- **Individual lessons:** Scheduled intermittently on a “first-come - first served” basis.



Cancellations:

- **I do not provide refunds, nor pro-rate missed or cancelled lessons.** However, a make-up lesson¹ may be scheduled in the event of a student illness, family emergency, or advanced 24-hour prior notification of a scheduling conflict.
- **Planned Lesson Conflicts:** Students may pro-rate lesson tuition when they provide me with advance notice, at the beginning of the month, of a known upcoming conflict with their lesson time.
- **Illness, Covid Symptoms, Covid Exposures:** Students/families have the following options available to them in the event of a student/family illness, covid symptoms/exposure (per in-person lesson policy):
 - Request to meet me online for their scheduled lesson time.
 - Request to schedule a make-up lesson.

Why this policy?

- Teaching lessons is the livelihood of the instructor and the means for providing for his household.
- Purchasing lessons is equivalent to purchasing the commodity of time.
 - The value of that time expires at the end of the scheduled lesson time which is mutually agreed upon by myself and the student/family.
 - Once purchased, the student/family carries full responsibility on how to manage the use of their purchased time.
- There is a limited availability of lesson times that are in high demand by students (such as lesson times scheduled after school hours). Therefore, when a student cancels their lesson with less than 24 hours, or fails to show up to their lesson they prevent Gordon's ability to earn income during that empty lesson slot.
- Please don't hesitate to contact me if you have further questions or concerns about this policy. I want students/families to be fully informed so they avoid losing out on their tuition.

¹Make-up lessons are scheduled at instructor's discretion and availability.



Snow Days/Inclement Weather:

- **Communication:** I will do my best to reach out to students/families when snow or inclement weather impacts safe travel, local school schedules, and lessons. However, please don't hesitate to also reach out to me regarding the feasibility of being able to meet for your lesson that day.
- In-Person lessons will be cancelled in the event of local school closures due to snow or snow day or inclement weather.
- In-Person Students have the options to meet online during their regular lesson time, schedule a make-up lesson, or receive lesson credit.
- Online lessons will continue as scheduled as long as myself and students have power and internet access. However, if internet connectivity or power becomes an issue then we will try to reschedule a make-up lesson or students are welcome to receive lesson credit.

Agreement: Please Sign & Date

(Parents/Guardians signature required for students under age 18)

I have read, fully understand, and agree to abide by the above stated policies regarding lesson scheduling and lesson cancellations.

I also acknowledge and accept the outcome of losing the benefit of lessons I've purchased for myself or my student in the event that I (or they) do not show up or join their lesson when scheduled, or if the lesson is cancelled with less than 24-hours advance notice.

Name: _____

Signature: _____

Date: _____