

Dace's Rock 'n' More Music Academy - Make-up & Cancellation Policies

You cool? (check one) yes ___ no ___

Unfortunately sometimes people get forgetful and, through the years, we've even had a few mean people come through, which is a real bummer because it's made it so that we have to make policies so we can stay in business.

I am going to assume that, because you are doing business with us, that you would like us to be in business, so I want to make sure you all know a very fundamental aspect of a music lesson business. We sell time and time is finite. There are product-based businesses that can create more products when they run out, but we can not create more time when we run out. So, the time that we do have is quite precious and needs to be treated as such in order for us to continue to offer the services for which you come to us.

What if I need to cancel/miss a lesson?

Please give us as much notice as possible when you need to miss a lesson. If notice of a missed lesson is not given **at least 24 hours prior** to your lesson time, NO make-up lesson will be given. **If no notice of a missed lesson is given, NO make-up lesson will be given.** This policy is consistent with most appointment-based services.

We understand that unexpected circumstances—such as illness or emergencies—can arise on the day of a lesson and may prevent you from giving 24 hours' notice. As much as we wish we could accommodate these situations, we're unable to make exceptions. This policy helps protect our instructors' time and ensures they are compensated fairly.

How to notify us of an absence

You can let us know you need to miss a lesson via phone (425-413-2165) or email (info@rocknmore.org). If you want to let us know in person, feel free to inform your instructor, but **you must inform our front desk staff** so they can mark your absence on the schedule.

Make-up Lesson Scheduling

If you provide at least 24 hours' notice, you are eligible for a make-up lesson. We'll do our best to accommodate your needs as long as you communicate with us. Make-up lessons are typically scheduled during instructors' available openings, though these times are limited and may fill quickly. We also offer dedicated make-up days throughout the year specifically for this purpose.

Availability of Make-Up Times

Because make-up times are limited, they may be offered to multiple students at once. Make-ups are scheduled on a first-come, first-served basis, so the sooner you confirm, the better the chance we can reserve that spot for you.

Confirming a Make-Up Lesson

We require at least 24 hours' confirmation to secure a make-up time. If a make-up option is offered and we don't hear back until the day of, we won't be able to schedule that session and will need to explore future alternatives.



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Make-up Days

We have designated make-up days throughout the year that fall outside of our regular lesson billing cycles. These days are reserved exclusively for make-up lessons. As each make-up day approaches, you'll receive an email letting you know whether you have a make-up scheduled and should plan to come in. For a full list of upcoming make-up days, please refer to our calendar: www.rocknmore.org/calendar

Make-Up Limit:

We are able to offer **one make-up lesson per month**. When students are away for an extended period or have frequent excused absences, make-ups can accumulate quickly, making it difficult to schedule all of them.

Holding Spots:

To hold a lesson time during an extended leave (such as vacations or time away during summer), we must continue to invoice for that timeslot. Make-up lessons will not be provided for that time away. We're unable to reserve a spot free of charge, as this limits availability for new students and creates unpaid gaps in our instructors' schedules.

We have these policies in place to help keep things clear and consistent for our students, their families, and our instructors and staff. They ensure that everyone knows what to expect, prevent scheduling confusion, and help us run smoothly as a school. Most importantly, these policies protect the instructors you all know and love by ensuring they are fairly compensated for their time and availability. 😊

By enrolling in lessons at Rock 'n' More, **you are agreeing to these terms**. If you ever have questions about any of our policies, we're always happy to talk through them and help in any way we can.