

CHILI DOG STRINGS STUDIO POLICY

Cancellation Policy/Makeup Lessons

If your child participates in other activities, please plan ahead so that those activities do not conflict with your scheduled lesson time. The time slots that you choose are reserved specifically for your child for the allotted 32 weeks. If needed, lessons can be rolled over into summer, but if the lessons are not fit in before the start of the following school year, they will be forfeited. **There are no refunds.**

If you know that you will be missing a lesson ahead of time, we allow 7 days' notice to reschedule. These lessons must be rescheduled within the current studio year and you will need to reschedule with Rachel. Please do not skip several weeks of lessons and then expect us to cram them into a short period of time. This falls outside of the intention of the design of these packages.

If you cancel a lesson in less time than 7 days in advance, we maintain a policy of no makeup lessons. **Please do not ask for makeup lessons when your request falls outside of policy.**

Please do not bring a symptomatic/ill child to the lesson or show up with ill family members or ill yourself. **If your child or anyone in your household shows any symptom of being unwell (temperature, sneezing, eye discharge, runny nose, cough, etc.) please keep them home!** This includes but is not limited to: any type of pox, Covid, flu, common cold, pink eye, head lice, etc.. If your child is too sick for school, they are too ill to have a lesson. We reserve the right to end any lesson and send the student home early if we detect symptoms of illness **without obligation to reschedule**. Thank you for following the rules– It ensures that everyone in our studio can stay as healthy as possible, including us, while we work hard to provide our service to you!

If the weather is so bad that school is canceled, lessons will still be offered unless you or your teacher cancels. These calls are usually easily made with common sense and everyone's safety and well-being in mind.

If our usual lesson setup isn't workable, we can offer a Zoom/FaceTime lesson during your reserved time, or even exchange videos via the Marco Polo app. This is a resource and courtesy that we offer for those unable to make it to the studio in person for their scheduled lesson, whether due to scheduling constraints or illness.

If we are sick or must miss a lesson, we will be sure to deliver that promised lesson as soon as possible, preferably within a few weeks of cancellation.. We cancel lessons as sparingly as possible.

Studio Withdrawal

We encourage open communication. If you feel something is going well, we always enjoy hearing things that work well for you and your child. Conversely, if something is not working well in lessons, please let us know so we can work to find solutions that will help. There will be **no refunds** upon studio withdrawal.

Tuition & Scheduling Payment

Your tuition includes **32 individual lessons** and **20-24 group lessons** and **at least 2 performances**.

Monthly tuition payments are due by your set due date in autopay (through Acuity/Square app). Please let Rachel know if your card information has changed or you need to set a different due date.

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Tuition Information

Fee Schedule	Electronic (Zelle) (full year tuition)	Credit Card (full year tuition)	10 Monthly Payments (via autopay, typically July - Apr or Aug - May)
30 mins	2763	2860	286
45 mins	3611	3740	374
60 mins	4459	4620	462

If you are interested in alternative forms of payment, please reach out to Rachel.

Agreement to the Terms and Conditions

Your signature below indicates that you have received a copy of the **Chili Dog Strings Studio Policy** and the **Chili Dog Strings Studio Handbook**. If you have read, understand, and agree to the terms and conditions stated in the Chili Dog Strings Studio Policy, please make your agreement known by paying the initial fees and signing on the lines below:

I agree to support my child in daily practice. I understand this will require planning and commitment, and I am willing to do what it takes to help my child keep up their practice. I understand that if I do not follow the recommendation of regular practice, my child's teacher cannot guarantee progress. I agree to communicate with my child's teacher if I need support to fulfill our practice commitment. I agree to pay tuition in full to Neil Fong Gilfillan or Rachel Samson by June 2025-- delivered either in full or in monthly installments, whether or not I choose to use all of the lessons offered at Chili Dog Strings. I accept that there are no refunds. My name and today's date below serve as my agreement to the terms.

Parent Signature

Date

I agree to practice the suggested amount of time (lesson duration x at least 6 days/week). I understand this will require planning and commitment, and I am willing to do what it takes to keep up my practice. I agree to communicate with my parents and my teacher if I need support to fulfill my practice commitment. My name and today's date below serve as my agreement to the terms.

Student Signature

Date

Neil Fong Gilfillan and Rachel L Samson