

# Studio Policies

## Scheduling:

Lessons can be booked online via email, text, or in person during one's lesson. Students may book multiple lessons in advance and are encouraged to book a weekly recurring lesson for the best results! When booking weekly recurring lessons, please assume lessons are scheduled for the agreed upon weekly day and time except on all major US holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

## Cancellations:

Regardless of circumstances, lessons not canceled at least **24 hours** before their start time will be charged. Jes has limited availability, so advance notice is required in order to fill your lesson slot. The full fee will be charged if a student needs to cancel within 24 hours of his/her lesson, unless the student is able to reschedule to and complete an available lesson within one week of the originally scheduled lesson.

## Lateness:

If you arrive late, the full fee will be charged regardless of the duration of the lesson. Jes will try to extend past the originally intended end time to make up for lost time if scheduling allows. If Jes arrives late, she will extend past the originally intended end time to make up for any lost time.

## Payment:

Lessons are to be paid in full at the time of the lesson, in person via cash, or by the day's end via Zelle (973-248-5598), Venmo (@JesLoren), or PayPal ([boutiquelessons@gmail.com](mailto:boutiquelessons@gmail.com) OR [lessons@singwithjes.com](mailto:lessons@singwithjes.com)). Payment is also accepted in advance. Students are subject to a 10% charge per day for delinquent payments, unless otherwise discussed.

## Referrals:

A referral is the best compliment! If a new student completes an initial lesson, the referring student will earn a bonus half-price lesson. Students are eligible for referral bonuses upon completion of an initial lesson.

## Preparing for your lesson:

Voice lessons: students are encouraged to have a recording device (phone, iPad) to record their lesson and a notebook.