



PARLANDO

SCHOOL OF MUSICAL ARTS

Makeup and Cancellation Policies to Remember

All cancellations require a minimum of 24 hours notice (you must contact your instructor directly; be sure to have up-to-date contact information).

In order to support the best learning environment for students and respect the time of our professional instructors, no more than one credit may be carried over from one semester to another. Instructors will be as flexible as possible to accommodate demanding schedules, however, students who miss their weekly lesson time may not be able to receive a makeup and will not receive more than one credit transfer from one semester to the next. There are no makeups or credits offered for students who miss group classes/lessons.

If cancellations are due to a teacher's inability to be present for a scheduled lesson, the student will be entitled to a makeup OR an additional credit transfer to the next semester.

Some instructors who have very dense schedules may have additional parameters around the Parlando makeup policy. We continue to work with them to make sure that any differences are in line with the Parlando mission and philosophy.

****NOTE** that if you take advantage of discounted pricing by choosing a school year payment option (lump sum or monthly) there is a CANCELLATION FEE for discontinuing lessons of \$125 PLUS 4 weeks notice, as described below.

****Students** who wish to discontinue lessons for any reason must give a minimum of four week's notice. You will be responsible for payment of the final four weeks, regardless of whether the student takes the lessons or not. If you have prepaid the semester, you will receive a pro-rated refund for unused lessons above and beyond the four week's notice. If you are paying monthly then your credit card will be charged for only the remaining four weeks. NOTE that because classes are enrollment based, there are no refunds or credits for students dropping out of group classes. The CANCELLATION FEE applies only to students paying on a school-year plan and is IN ADDITION TO the four-week cancellation notice.

****Due** to feedback from families and in an effort to make our billing process more efficient, we will not bill in arrears, nor will we create monthly invoices. Extra costs such as books and accompanying fees will be applied at the end of the semester. Books and accompanying are not included in tuition unless explicitly stated in the class description.

****All** lesson cancellations continue to require a minimum of 24 hours notice. A makeup week is provided at the end of the semester to make up missed lessons. Note that only 1 credit per student per instructor may be carried over from one semester to the next. Because classes are enrollment based, there are no refunds or credits for students who miss group classes.

Limited tuition assistance is available to qualifying families. Email travis@parlando.org for more information.

For additional questions and comments, please email info@parlando.org.