

Studio Policies

Kelly Nivison

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Payment

Payment is due by the first lesson of each month. Lessons will be invoiced on a monthly basis according to the number of lessons scheduled. New students starting mid-month will have a prorated fee. Unless other arrangements have been made, services may be refused if payment is past due.

Accepted forms of payment include cash, checks made out to “Kelly Nivison” or credit card payment via Wave Accounting. Automatic debit or credit card payments are available on request. Unless prior arrangements have been made, full payment is expected by the first lesson of the month and may not be broken into smaller amounts.

Late tuition payments will result in a \$15 late fee in addition to your invoice. There is a \$35 returned check fee, added to the following month’s invoice per occurrence.

Scheduling

Students and Parents will be contacted by email the week before the 1st of the month to set that month’s schedule; any known absences should be noted at that time. This email is a courtesy for families to initiate the discussion of any schedule conflicts. It is the Parent’s and/or Student’s responsibility to notify me before the 1st of the month of scheduling conflicts for the following month.

If no response is received by the 1st of the month:

- Regular weekly students: I will assume there are no conflicts and you will be charged for all available lessons that month.
- Every other week students and ad hoc students: I will assume that you are not available for a lesson that month and your time slots may be used to schedule other students for the month.

Once invoices have been emailed, the schedule is set for the month and no alterations will be made. You are responsible for the tuition fee for all scheduled lessons. Missed lessons due to conflicts after invoices have been sent refer to the absences policy.

Holidays

The following are days there are no lessons. Lessons are not rescheduled if they fall on these days:

January 1st

July 4th

Wednesday, Thursday and Friday of Thanksgiving week.

December 24th through December 31st

Rates

For the 2024-2025 school year:

30 minutes: \$35

45 minutes: \$50

60 minutes: \$65

Rates are re-evaluated at the beginning of each school year. You will be notified of any rate changes at least one (1) month in advance.

Student Expectations

Students are expected to arrive to lessons prepared, alert, and ready to learn with a good attitude; and are expected to practice according to their age and ability level, as outlined below.

5 – 7 yr old beginner	15 min/day; 4 times/week
11 – 12 yr old beginner	30 min/day; 5 times/week
intermediate	45 - 60 min/day; 5 times/week
advanced	1 – 2 hours/day; 6 times/week
Adult returning to play	30 min/day; 4-5 times/week

Cancellations by Student

By scheduling lessons with Kelly Nivison you are reserving a time in the schedule and agree to make payment for the reserved time slot whether you attend the lesson or not. If you need to cancel a scheduled lesson for any reason it must be done as soon as there is a known conflict with a minimum of 24 hours advance notice so that time slot can be used by another student. While it is possible to reschedule lessons if the circumstances are decided to be an “acceptable cancellation”, makeup lesson availability is not guaranteed. Refunds will not be given for student lesson cancellations. “No shows” for lessons with no prior notice cannot be made up. An extra lesson can be scheduled for an additional fee.

Any exceptions to policy will be made on a case by case basis, for extreme circumstances, and at the sole discretion of Kelly Nivison.

Cancellations by Teacher

If I have to cancel a lesson for any reason I will do so as soon as the conflict is known. A make up lesson will be scheduled or a credit for the lesson will be given for the following month’s tuition fee. Dates that are unavailable for scheduling lessons will be sent out via email prior to the month they occur.

Cancellations Due to Act of Nature

If there is an uncontrollable and unforeseen event that prevents a lesson from taking place, such as inclement weather, power outages, or local/national emergencies, I will contact you as soon as possible. If possible, the lesson will be rescheduled or you will receive a tuition credit for the following month. Refunds are not given for unforeseen events.

Make-Ups/Rescheduled Lessons

Makeups/rescheduled lessons will be offered on a case-by-case basis and according to available time slots that week. My schedule is often completely full and makeups may not be available. Makeups will not be offered for lessons missed without adequate notice.

Refunds

Refunds are not available at this time.

Withdrawal from lessons

If you need to withdraw from lessons you must give a minimum of one (1) month's notice of intent to withdraw. Withdrawing from lessons with less than one (1) month's notice may result in a charge for all or part of the next month's tuition fee.

Summer (June, July & August) Lessons

My lesson schedule continues like normal all year round. Please let me know by June 1st if you will continue as normal or will have any conflicts during July and August. Varying schedules will be accommodated during the summer and a regular weekly schedule is not necessary to continue lessons with me during these months

Drop-Off/Pick-Up

Students are to arrive no sooner than five (5) minutes before their lesson time and picked up no later than five (5) minutes after the lesson has ended. If you are running late because of unforeseen circumstances please call me at 919-740-5505. Parents are responsible for making sure their child makes it safely from their car to the front door and that the child returns safely to the car. I am not liable for any injury or damage that may occur going to/from your car.

Any exceptions to policy will be made on a case by case basis, for extreme circumstances, and at the sole discretion of Kelly Nivison.

I acknowledge that I have read and understand the guidelines for participation in the studio of Kelly Nivison.

Signed: _____

Date: _____