

Welcome to Lisette Studios Policy & Procedures

Payment Policy

- Pay-per-Lesson: Full payment is due before or on the day of the lesson and can be purchased either online or by emailing april@lisettestudios.com
- Three-Month Subscriptions: Paid in monthly recurring installments. Prices vary by lesson length.
- Subscriptions do not automatically renew. If you would like to continue for another three (3) months, you can buy a new subscription or email me at april@lisettestudios.com.
- Subscription Fees: Charged monthly regardless of whether there are 2, 3, 4, or 5 lessons. Rates are based on an average of four lessons per month, with five-week months helping to balance holidays and breaks.
- Lisette Studio Courses and intensives: Full payment is required prior to the first lesson. Participants may opt to pay in two installments: the first installment before the first lesson, and the second before the last lesson.
- Accepted Payment Methods: All major credit cards via invoice.
- Refunds: There are no refunds.

Cancellation Policy

- Lesson Cancellations/Rescheduling: Please cancel or reschedule lessons at least 24 hours in advance. Emergencies happen, so if it's outside that window, contact me as soon as possible.
- Discontinuing Lessons or Subscriptions: To discontinue a subscription, email april@lisettestudios.com at least 1 week in advance to avoid being charged.

Reschedules

- Students are responsible for contacting the instructor to reschedule lessons.
- Rescheduled lessons must be completed within 2 months; lessons not rescheduled within this time frame will be forfeited.
- Available reschedule times:
 - Saturday: 4:00 PM – 6:00 PM EST
 - Sunday: 1:00 PM – 3:00 PM EST
 -

Late Policy

- Please contact me as soon as possible if you are running late or having technical issues during Zoom lessons.
- Lessons will end on time, regardless of your arrival.
- No-call, no-show (NCNS) lessons will be lost at the student's expense and cannot be made up.

Virtual Lesson Policy

- All lessons are conducted via Mooz <https://mooz.pro/> and is free to students. International students use Zoom <https://us02web.zoom.us/join/911111111111?signature=UopwWNMnD6nRtUIFvYVIqQCozSI0FTvfSqqrJgAM1AU>
- Students must have a reliable internet connection and a quiet, distraction-free environment.
- To maintain a consistent and focused learning environment, parent involvement during lessons is not permitted. If you have any questions or concerns, please email me directly.
- Lisette Studios is not responsible for technical issues that occur during lessons.
- Lateness exceeding 10 minutes without prior communication will be recorded as a no-call, no-show (NCNS).

Music

- For piano coaching, I utilize Alfred Music Methods, Piano Literature collections, and Schirmer Library editions.
- Students are required to provide all necessary materials, including any additional sheet music for piano or voice coaching.
- If Lisette Studios provides any materials, the cost will be added to your next invoice.

Studio Conduct Policy

- Lisette Studios strives to create a respectful and productive learning environment. To ensure a positive experience:
 - Arrive on time, ready to learn, and respect scheduled lesson times.
 - Maintain a quiet and courteous demeanor in common areas.
 - No food or drink is allowed in studio spaces except water.
 - Open communication is encouraged — address any issues or conflicts promptly.
- Following these guidelines helps create a harmonious and enriching musical journey for all.

Referral Program

- Receive 10% off your next package of 4 lessons or one month of lessons, including subscriptions, for each student you refer.
- The referred student must purchase a package of 4 lessons or a subscription to qualify.

Holidays & Other Days Observed

Lisette Studios observes the following holidays:

- MLK Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Indigenous Peoples Day, Veterans Day
- February Break
- Spring Break
- Thanksgiving Week (Wednesday–Sunday)
- Last two weeks of December and first two weeks of January
- Berklee Monday on a Tuesday Schedule

Thank You for Choosing Lisette Studios!

Please come to each session ready to play and with an open mind.

Warm regards,

April Lisette Ball - Founder, Educator and Voice Pedagogue