

Welcome to Lisette Studios Policy & Procedures

Payment Policy

- Full payment is due before or on the day of the lesson and can be purchased either online or paylink by emailing april@lisettestudios.com.
 - Pay Per Lesson
 - **60min \$150**
 - **30min \$ 85**
 - Bundles (package of 4 lessons)
 - **60min \$580**
 - **30min \$320**
 - Subscriptions: Paid in monthly recurring installments for three (3) months. Must email to set up. Prices vary by lesson length (*see cancellation policy*).
- Lisette Studio Courses and Intensives: Full payment is required.
- Accepted Payment Methods: All major credit cards via invoice.
- Refunds: There are no refunds.

Cancellation Policy

- Lesson Makeups: 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: email april@lisettestudios.com two weeks before next scheduled lesson to avoid being charged.
 - Subscriptions may be discontinued at any time after the first two monthly installments have been completed. Cancellation requests must be submitted in writing prior to the next scheduled billing date.
 - Once a payment has been processed, it is non-refundable and cannot be prorated. Students may continue to use any lessons included in the current paid billing period, subject to Lisette Studios' scheduling and cancellation policies.
 - Cancellation of a subscription does not waive or refund any outstanding balances or previously processed payments.

17 Reschedules

- Students are responsible for contacting the instructor to reschedule lessons.
- Rescheduled lessons must be completed within 2 weeks; lessons not rescheduled within this time frame will be forfeited.
- Available make-up days and 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 remote 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.

Remote Lesson Policy

- All lessons are conducted through these two links and are free to students.
 - **Mooz:** <https://mooz.pro/room/3aa9f9ae>
 - **Zoom:** <https://us02web.zoom.us/j/5986985147pwd=cVpWaGZ2b3kxTlFSUTVlNk9ZUmNyQT09>
- 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).
- Parents should never interfere with lessons unless asked by the instructor.

Music

- Students are required to provide all necessary materials, including any additional sheet music for piano or voice coaching.
 - For piano coaching, I utilize Alfred Music Methods, Piano Literature collections, and Schirmer Library editions.
- 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.
 - Parents should never interfere with lessons unless asked by the instructor.
- 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, Juneteenth, 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!

Warm regards,

April Lisette Ball, Founder & Vocal Pedagogue

Assistant Professor of Voice, Berklee College of Music

Assistant Professor of Musical Theatre Voice, Boston Conservatory at Berklee

Voice Faculty, Brookline Music School