

## Non-Studio Registered Student Policy

- First time non-studio registered students will be required to sign an Accident/Liability Waiver Form before starting the first lesson. Refusal to sign this waiver will result in your services not being completed until the waiver is signed and turned in. No refunds will be given for any reason.
- Non-studio registered students will be subject to the non-studio registered private lesson rate. Rates are available on our website.

## Teacher/Faculty Policy

- All our on-staff faculty members are qualified for excellence in dance. We only allow private lessons with teachers/faculty that is currently on staff at Kyle Kahn Studios. Choosing private lessons with our current teachers/faculty will ensure quality of lesson and give you the best rate possible.
- You must obtain written permission from the Studio Director if you would like a private lesson instructor that is not currently on staff with the studio. If permission is not granted at the private lesson rate, your instructor will be offered the studio rental rate for the lesson.

## Cancellation Policy

- We require 48-hour notice for cancellations of your scheduled private lesson to allow rescheduling. Cancellations with less than 48 hours of your scheduled private lesson are NOT allowed to re-schedule unless the Director approves.
- If you have booked your private lesson with less than 24 hours between your booking time and scheduled private lesson, rescheduling for that cancelled lesson is not offered. You must purchase a new Private Lesson.
- **Cancellations/Rescheduling can only be done by texting or calling your studio location.**
- **We DO NOT accept cancellations/rescheduling by email.**
- **Rescheduling a private lesson is subject to availability.**

## Late Arrivals

- If you think you may be late for your lesson, please call/text your studio location.
- If the studio has not been notified within 10mins after your lesson's start time & you have not arrived, it may be given away or cancelled. You will be responsible for 50% of the lesson payment.
- If you arrive late for your lesson, your lesson will be modified to fit the remaining time booked. You will not be allowed to go over your time booked.
- If you arrive late for your lesson, you will still be responsible for the full lesson payment. Rescheduling will not be offered.

## No Call No Shows

- If you do not show for your scheduled lesson without going through the proper cancellation and reschedule procedure, you will not be allowed to reschedule that private lesson.
- No refunds or credits given on private lessons for any reason.
- You will be responsible for the full lesson payment.

## Parent Viewing/Involvement

- We politely ask parents NOT to sit in on the private lessons without the teacher's permission.
- Conversation between parent & teacher can take away from lesson time.
- We always suggest arriving 10 mins early for all private lessons to be ready to go on time.
- Filming of private lessons is strictly prohibited unless permission from the teacher is obtained. Videos/Photos from Private Lessons are not allowed for public posting/viewing unless written permission is obtained from Kyle Kahn Studios.