



STUDIO POLICIES

PAYG

- All PAYG sessions must be paid for at the time of booking to confirm.
- Strictly 48 hours notice by email to maia@mhvsvoicecoach.com must be given to reschedule 1-2-1 sessions.
- If you choose to cancel your booking without rescheduling at the time of cancellation, your fee will be held on account until you reschedule. If, after 12 months from receipt of payment, the lesson has not been rescheduled, the lesson will be void. No refunds will be issued.
- If you are more than 10 minutes late to your session, it will be assumed that the session is cancelled without notice unless you **text** to inform me before the start time of your lesson. If a text is received before the start of your lesson time, you will be entitled to the remainder of your session, but the missed time will not be made up and no refunds will be issued.
- Please do NOT attend your session with any communicable illness as this may spread to other clients. If you feel you are getting ill, please cancel with the normal 48 hours notice.
- Rescheduling due to illness is subject to the same 48 hour notice period as any other cancellation.

MHVS MEMBERSHIP

MEMBERSHIP INFORMATION

MHVS offers a Termly Membership* to students who wish to commit to a regular, weekly slot. For students wanting to take lessons less regularly, the PAYG option is available.

Terms run in-line with the local West Berkshire state school term dates:

Term 1: Sept-Dec

Term 2: Jan-April

Term 3: May-Sept

Sign up before the start of the upcoming term to take advantage of the membership discount.

If you would like to sign up after the start of a term, please book as PAYG until the next term.

You will be offered a regular time slot based upon the mutual availability of student and teacher. **Please please make sure you are happy with your allocated time – these can't be easily changed without disrupting a lot of other students.**

Membership requires 30 days written notice should you wish to stop.

* Term = 12 weeks.

LESSON CANCELLATION

MHVS requires a minimum of **48 hours written notice** to reschedule a lesson. This can be done simply and quickly via the online calendar on your account:

Log in to MMS and go the calendar to cancel your lesson with at least **48 hours notice**.

- You will be given a **credit** and can use that to register yourself for any other '**open slot**' (red) lesson during the same term. *Please note: it is your responsibility to book your make-up sessions. Credits expire at the end of each term.*
- Your cancelled lesson slot will become an open slot that can be booked by other students if needed.
- *With the exception of **30 minute-lessons**, please don't book a slot on the same day as your regular lesson - MHVS does not offer lessons of more than 60 minutes.*

Please note:

- Rescheduling a lesson is strictly limited to **2 times per term**.
- If no suitable 'Open Slot' or further cancellations become available, MHVS is not obligated to offer a further alternative and the lesson will be forfeit.
- Lessons cancelled without notice will be charged at the full rate and no alternative lesson will be offered.

Lateness

If you are more than **10 minutes late** to your session, it will be assumed that the session is cancelled without notice unless you **text** to inform me before the start time of your lesson. If a text is received before the start of your lesson time, you will be entitled to the remainder of your session, but the missed time will not be made up and no refunds will be issued.

In Case of Illness

Please do NOT attend your session with any communicable illness as this may spread to other clients. If you feel you are getting ill, please cancel with the normal 48 hours notice. If you arrive to your lesson with a communicable illness, you may be asked to leave or to forfeit your session. Refunds will not be issued.

Rescheduling due to illness is subject to the same 48 hour notice period as any other cancellation.

ONLINE LESSONS

Online lessons are subject to the same cancellation notice period as in-person lessons. It is your responsibility to ensure that you can access Zoom ahead of the lesson and that you are set up, ready to have a lesson. I am unable to help you with this directly before your lesson as it is likely I will be teaching another student. Please refer to MHVS' guide on how to access online lessons.

If, during a lesson, connectivity issues at a student's location impair the accessibility of the lesson, you may be offered to reschedule the remainder of the lesson time for later in the same week. However this will be at the discretion of MHVS and based upon availability. If a suitable time cannot be found, the lesson will not be rolled over and you will be charged.

If you are aware of connectivity issues ahead of the lesson and can give 5+hour's notice, I can prepare a pre-recorded lesson for you in lieu of the session.

It is expected that you are prepared for your online lesson just as you would be for an in-person lesson. This means that you have all your resources with you.

MEMBERSHIP CANCELLATION

We are sorry to see you go!

For Termly memberships, **30 days written notice** is required to cancel.

Pre-paid tuition is non-refundable.

TEACHER ABSENCE

If I have to cancel a lesson, I will aim to give you as much notice as possible. Any cancelled lesson will be made up either during a Catch-Up Day or at a mutually convenient time, without fail.

TERM DATES

Lessons are currently offered during term time only (see TERM DATES). These dates follow the published term dates for Berkshire state schools. If your child's school follows a differing schedule and this prevents you from attending your regularly scheduled lesson, please make use of your credit to reschedule your lesson. If this option is not suitable, MHVS may be able to offer an alternative, but this is solely at the discretion of the teacher and their availability.