

# Cancellation Policy

Private Music Pups® at The Music Playhouse of Chicago



## 24 Hour Cancellation Policy for Individual Classes

You **must** give 24 hours notice if you are cancelling a class. Provided you comply, we will gladly reschedule or credit your account with no penalty. If you cancel less than 24 hours before the lesson, you will be charged for the missed class and neither rescheduling nor credits will be an option. A “No show/no call” (NSNC) is an automatic penalty and may result in the forfeiture of your time slot. In the event that your teacher is unable to teach your class and a substitute is unavailable, we will give you the option of rescheduling or crediting your account.

Weather Considerations for Backyard Classes: If a safe alternative cannot be provided (screened-in porch, open garage, etc.) we will reschedule.

### COVID-19 Considerations:

- Please do not attend class if you or your child(ren) have had symptoms of COVID-19, or been in recent close contact with a confirmed COVID-19 case. We will happily reschedule once you have been symptom free for 24 hours. The same can be expected from your teacher, or we will assign a substitute if available.
- If you, or a family member has tested positive for COVID-19, we will cancel your session and credit your account for remaining classes, or we will temporarily suspend your session and resume in 2-weeks time and when you can produce a negative COVID-19 test, or positive antibody test for each member of the family attending class. The same can be expected from your teacher, or we will assign a substitute if one is available.
- In the event of a shutdown, we will notify you immediately and credit your account for the remaining classes.

Sales of Sessions are Final. Refunds will not be available for sessions or individual classes. For disputes and/or appeals, please contact customer service at [info@themusicplayhouseofchicago.com](mailto:info@themusicplayhouseofchicago.com) to request a Refund Form.

These, and other policies have been put in place to protect student, teacher, and The Music Playhouse from exploitation or harm. If you are unwilling to adhere to these policies, private classes will be discontinued.

I understand and accept these terms.

Parent Name (PRINT) \_\_\_\_\_

Parent Signature \_\_\_\_\_ Date \_\_\_\_\_