

## Bosse School of Music Absence & Make-Up Policy

1. Each student is entitled to **schedule a MAKE-UP** lesson for student absences for which at least a days notice is given (limit 4 per year/one every 12 weeks). Make-ups do not replace your regular standing appointment. Instead, it is scheduled as an additional lesson, not changing the tuition cycle.

- If your teacher is absent, you will be offered make-up times that fit your scheduling needs. These make-ups will NOT count towards your student absence make-ups.
- Students do NOT have to make up lessons when the Music School is closed, though you are welcome to, if you choose.
- For longer term absence- Each student is also entitled to one “four week hold” per calendar year (details below)

**2. Intermittent TIME CHANGES:** If you want to reschedule, but are not eligible for another makeup yet, you can request a “Time Change”. A “Time change”, allows you to move the time of your lesson, but stay on your normal day (the time change applies to that week only) this option does not count as a makeup, and keeps your regular time slot reserved for the following week. So, if you have a conflict, you may want to consider simply changing the time of the lesson for that day, instead of canceling it. We are happy to offer you any open spots, just call **781.337.8500**.

**3. TOTAL DAY/TIME CHANGE:** You are only committed to your day/time for 4 weeks at a time (one payment cycle). If you find that your day is starting to have an unusual amount of conflicts, simply ask us for alternative days/times. We’re happy to help move your standing appointment to another day and time indefinitely, just call.

**4. FOUR WEEK HOLD:** This option is for any client who has the need for extended absence. The **client account balance must be current to enact this option**. You can prepay one month’s tuition as a deposit to hold your spot for exactly 4 weeks. There will be no extra charge for freezing the actual spot, but if you decide to not resume, **the deposit is non-refundable**. This option is frequently used for families who are traveling or when students have injuries. This option can be used once in a calendar year. We are the only institution of our kind to offer such a convenient scheduling option. This form for this option is available at the front desk, and needs to be returned with deposit to solidify the reservation.

We hope that these options were helpful and informative. We want you to get the most for your money here at BSM!