

CANCELLATION AND NO-SHOW CHARGE POLICY

Your lessons with Plugged In are very important to us. We understand that sometimes, unexpected changes can occur, requiring schedule adjustments. If you need to cancel your appointment, we respectfully request at least 24-hour notice.

Our Policy:

- All cancellations must be made with at least 24-hour notice.
- Lessons cancelled with less than 24-hour notice cannot be rescheduled.
- No-shows are considered lessons cancelled with less than 24-hour notice.
- Plugged In is required to pay teachers for no-shows and lessons cancelled with less than 24-hour notice.
 - Teacher rate - 30 minute lesson - \$20 per lesson
 - Teacher rate - 60 minute lesson - \$35 per lesson
- For each no-show or lesson cancelled with less than 24-hour notice the student will incur a charge to cover instructor payment.
 - Charges are calculated using instructor pay per lesson and total tuition paid by student per lesson.
 - EX: A student from a family of 2, on a Level 4 scholarship (student pays 5% tuition), taking 60 minute lessons for 4 weeks, would be charged:
 - $\$35$ (teacher rate per lesson) - $\$3$ (tuition paid per lesson) = $\$32$
- Students arriving late for lessons cannot make up this time by adding it on to this or future lessons.
 - If you are going to be more than 5 minutes late for your lesson, please contact your instructor to alert them.
- In the event of a true, unavoidable emergency, the cancellation policy may be waived at Plugged In's discretion.