



Privacy and Photo Policy

We at The Music Lab are committed to protecting the privacy of our clients and their personal information. We understand that the trust of our clients is of utmost importance and we strive to maintain it by adhering to the following policies:

1. Any personal information collected during registration or any other activity related to The Music Lab will only be used for the purposes of enhancing the client's experience at The Music Lab. We will not sell or distribute personal information to outside companies or third parties.
2. We securely destroy all personal information once we are finished using it, in order to prevent any unauthorized access or disclosure.
3. We may take photographs of clients during their time at The Music Lab for promotional purposes. By registering for The Music Lab, clients acknowledge and consent to the use of their photographs by The Music Lab for promotional purposes and on behalf of The Music Lab. Please be in contact if you do not wish your or your child's photos to be used for promotional purposes.

Cancellation Policy

We understand that unforeseen circumstances may arise, requiring you to cancel or reschedule your private lesson. Our goal is to accommodate your needs while ensuring that our instructors' time is respected and utilized effectively. This cancellation policy outlines the terms and conditions for canceling or rescheduling private lessons.

1. Notice Period for Cancellations and Rescheduling:
 - a. 24-Hour Notice: To cancel or reschedule a lesson without incurring any fees, you must provide at least 24 hours' notice before the scheduled lesson time.

- b. Less Than 24-Hour Notice: Cancellations or rescheduling requests made less than 24 hours before the scheduled lesson time will incur a cancellation fee equivalent to 100% of the lesson cost.
2. No-Show Policy: If you do not show up for a scheduled lesson and fail to provide any notice, you will be charged the full cost of the lesson.
3. Exceptions: We understand that emergencies and unavoidable situations can occur. Exceptions to the cancellation policy may be made at the instructor's discretion in cases of:
 - a. Medical emergencies
 - b. Family emergencies
 - c. Severe weather conditions
4. How to Cancel or Reschedule: To cancel or reschedule a lesson, please contact your instructor directly via email. Make sure to provide your name, the date and time of the lesson, and the reason for the cancellation or rescheduling.
5. Zoom Lessons: You may request online lessons at any point for your convenience. This is only recommended for older students.
6. Credits: Credits for future lessons must be used within the School Year of the original lesson date.
7. Instructor Cancellations: If the instructor needs to cancel or reschedule a lesson, you will be notified as soon as possible. You will be given the option to reschedule the lesson or receive a full refund for the canceled lesson.
8. Agreement to Policy: By scheduling a private lesson, you agree to abide by the terms and conditions outlined in this cancellation policy.