



NM Productions, Inc.

Laurie Nelson, Director Voice Faculty

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Planned Absence Policy

Many studios require monthly tuition regardless of attendance. However, we feel our busy performing artists benefit from greater flexibility. Our policy allows cancellation with credit, provided cancellation occurs within the required time frame.

How to Receive Credit:

All Students: To cancel a lesson and receive a credit, notification must be received via email to Laurie Nelson (or to your teacher and CC'd to LaurieNelson.studio@gmail.com) by 12:00 p.m. on the day prior to your lesson. If you contact the studio after 12:00 p.m., you remain responsible for the lesson time.

Faculty Studios: Students will manage necessary changes directly with their teacher via email, with a CC to the main studio at LaurieNelson.studio@gmail.com.

Policy Mission

It is our goal to accommodate family plans, and scheduled conflicts, while allowing our teachers an opportunity to fill cancelled lesson slots from their waiting lists. Please understand that there may be times when you must cancel a lesson without sufficient notice due to sudden illness or unforeseen circumstances.

We will honor lessons with credit that are cancelled within our time limit, whether we are able to fill the time slot or not. We hope that in sharing this responsibility, we give you the opportunity and freedom to make plans and to balance busy lives.

What if I am sick?

First Recommendation: Move to online: If you feel something “coming on” and believe it’s best to remain home, it is simple to pivot to a lesson on Zoom. Just let us know via text or email. Even with a sore throat, singers/actors can look at new repertoire, work on sight singing skills, music theory, career planning, etc., provided you feel well enough for conversation.

Second Recommendation: Try your best to look ahead and anticipate. We hope that the occasions when you fall acutely ill, with no warning, exactly on the day of your lesson, are rare. We always hope that you recover quickly.

We also hope that our students will consider our well-being when considering attendance versus moving the lesson online or in worse cases, forfeiting a lesson due to late cancellation. If you are not well enough to benefit from the lesson, please use reasonable sense, regardless of losing a lesson slot.

We will always honor our pledge to credit lessons cancelled within our time limit, whether we are able to fill the time slot or not.

Make-Up Lessons versus Additional Lessons

Make-up Lessons: A make-up lesson may be scheduled for planned absences.

Additional Lessons: There are times when more lesson time is needed. Also, an additional lesson may be scheduled as necessary, in the case of an unexcused absence. Please note that the additional lesson would be on the record as an extra lesson rather than a make-up lesson.

We encourage you to keep us informed of your scheduling needs, and we will do our best to accommodate you.

Holidays:

The studio remains open on all Monday holidays. The exceptions are when one of the holidays listed below falls on a Monday. When that occurs, we give plentiful notice.

The studio will be closed on

- Christmas Eve & Christmas Day
- New Year's Eve & New Year's Day
- The 4th of July

- February 23 (Laurie Nelson's birthday)

Other breaks: Each teacher will work with their own studio when planning around winter break, travel dates, etc.

Weather Policy

In the case of extreme weather, we will pivot to zoom.

You will generally retain your scheduled lesson time but do the lesson online. What's needed:

- Download Zoom
- Have 2 devices...a computer or tablet for the video feed and a phone (ideally paired with a speaker) for your accompaniment.
- Have your sheet music and accompaniment available.

In the case of extreme weather your teacher will be in touch to move all lessons online. In the case of a power outage at the studio, your teacher will be in touch to reschedule.

I understand and agree to abide by the policies outlined above:

Signature:

Date:
