



LESSON CANCELLATION POLICY

All students or family members must provide a minimum of **24-hours advance notice of cancellation**, using a defined method (described in **METHODS OF CANCELLATION**) in order to avoid being charged, in full, for a scheduled lesson.

METHODS OF CANCELLATION

When a student needs to cancel a lesson, **one method or both methods described below can be used. No other methods can be used to cancel a lesson:**

Method 1 - Using the Mobile or Computer App (PREFERRED)

The most efficient and simplest method of cancelling a scheduled lesson is to use The JamLab app from a smartphone or to use The JamLab scheduling feature from a computer.

Please click on the link below for tutorials about how to download and use The JamLab's smartphone and/or computer apps:

[The JamLab App Tutorials](#)

Method 2 - Email The JamLab's Administrative Team

Send an email to The JamLab's administrative team and request that a scheduled lesson be cancelled.

The email address to which a cancellation request should be sent is:

jamlabtorontoscheduling@gmail.com.

The JamLab's administrative team will do its very best to reply and follow up with any and all cancellation requests in a timely manner.

Unless a confirmation-of-cancellation email reply has been received by a student or family member who has indicated their desire to cancel a scheduled lesson, The JamLab cannot confirm that a lesson has been cancelled officially.



MAKE-UP LESSONS

Music lessons are most effective when they are taken consistently. The JamLab encourages its students and family members to schedule make-up lessons when lessons have been cancelled.

Determining a date and time for a make-up lesson should be worked out **directly** between a student or family member and their assigned Musical Mentor.

Once a suitable date and time for a make-up lesson has been finalized, **a student or family member must inform The JamLab's administrative team of the make-up lesson**, either by:

Using The JamLab smartphone app or The JamLab scheduling feature from a computer; **or**

Emailing The JamLab at jamlabtorontoscheduling@gmail.com. No confirmation email reply needs to be received by a student or family member in order for a make-up lesson to be facilitated.

NO SHOWS OR LATE STARTS

The JamLab's professional Musical Mentors always do their very best to attend their scheduled lessons in a timely manner.

In the event that a Musical Mentor is running late, or in the event that he or she does not show up for an expected lesson, please try to reach out to them **directly** for an immediate update of their status and intentions.

If an attempt to connect with an assigned Musical Mentor is unsuccessful, please notify The JamLab's administrative team by email at jamlabtorontoscheduling@gmail.com and they will do their very best to respond to you by the end of the next business day.

A student or family account will not be charged if a Musical Mentor does not facilitate a scheduled lesson.

If a Musical Mentor arrives late and does not facilitate an entire scheduled lesson, the Musical Mentor will make arrangements with a student or family member **directly** and add the remaining duration missed onto an upcoming scheduled lesson. **The JamLab will charge a student and family account, in full, for the scheduled lesson for which a Musical Mentor has arrived late.**