



At a meeting of the Parents' Committee of Coole Music in December, 2009, the following policy was agreed upon with regard to lessons missed by teachers and students. By participating in Coole Music classes, it is assumed that the parents/students have read and agreed with the following policy.

Missed Lessons Policy

From time to time, Coole Music Teachers may be unable to attend lessons due to illness or circumstances beyond their control. To prepare for this, Coole Music always schedules in a 'make-up week' at the end of term to allow time for lessons to be made up by teachers. In the event that a teacher misses more than one lesson in a term, the teacher takes responsibility for finding a time for making up the missed classes. The teacher is expected to offer 2 different days for the make-up-lesson to the student. If however the student is not able to attend any of the offered make-up lessons, the class unfortunately has to be forfeited as Coole Music is neither in the position to bring missed lessons into the next term or refund.

If a student misses a single lesson for any reason, unfortunately Coole Music is not in a position to make up that lesson. If a student misses a series of lessons due to illness, we will make every effort to accommodate that student's needs and be as flexible as possible with regard to their lessons. In this instance, please contact our Administrator to discuss the situation.

Students should always text their teacher to let them know if they are unable to attend lessons.