

Lesson Agreement

John Sturino's Virtual Studio

(Updated: November 7, 2020)

Thank you for your interest in studying with John Sturino. Please review the guidelines below regarding payment procedures, cancellation policies, and unforeseen technical malfunction.

Payment

Payment for the lesson needs to be made before the lesson slot can be secured. Payment will be made through the lesson portal on my website.

Cancellations

Cancellations for lessons need to happen with **24 hours notice**. Rescheduling this lesson will be honored for all lessons cancelled within this timeframe. If you need to schedule, email John – If he does not respond within 4hrs during the normal work day, assume the email did not get through and send again. If the student fails to notify John Sturino via email of cancellation any less than 24 hours before, **Lessons will not be rescheduled and no refund will be honored unless the circumstance is extreme and warrants rescheduling.**

No refunds will be given for no-shows or students arriving more than 15 minutes late to the lesson.

If John Sturino ever cannot meet a scheduled lesson for technical reasons (internet problems, gear failure, etc.), unforeseen personal emergencies, or acts of god, the lesson will be rescheduled for a later date to be given for the full duration agreed upon and payed for. If a rescheduled time cannot be immediately established, the lesson credit can be used for a lesson at a later date.

Technology Malfunction

If a student is prepared to start a lesson at the agreed upon time but the student's technology is malfunctioning or not allowing them to connect to the lesson session, the student can notify John Sturino immediately and attempt to fix this during the duration of the lesson. John will remain on standby as the student attempts to rectify the problem, and if successful the remaining lesson time will be honored. **No refund will be given for lesson time missed due to tech failure on the end of the student.**