



MAKEUP POLICIES

Students are expected to prioritize their music education. Attending scheduled lessons regularly is critical for success. We also understand that life gets busy. In case of these absences, we have a generous makeup policy for our clients. There are 2 types of makeups: Flex Makeups and Pre-Planned Makeups.

PRE-PLANNED MAKEUPS (PPML):

- Are offered for lessons cancelled with a minimum of 60 day notice.
- Pre-Planned Makeups are given in the form of a 1:1 lesson with your Cedarstone instructor, either In-Person or Virtually.
- Limit 4 per calendar year.

WHAT IS A PRE-PLANNED MAKEUP?

Pre-Planned Makeups are scheduled through the Cedarstone scheduling team. They will either be in person or on our Virtual Learning Platform. Pre-Planned Makeups are usually completed before the date of the original missed lesson and are 1:1 with your instructor.

HOW TO CANCEL A LESSON WITH A MINIMUM 60 DAY NOTICE:

- Request a Pre-Planned Makeup from the form on our Cedarstone website at <https://cedarstonemusic.com/faq/>. Our scheduling team will approve your request for a Pre-Planned Makeup if you are eligible.

FLEX MAKEUPS:

- You can cancel your lesson up until the start time of that lesson.
- A FLEX Makeup Credit is given and used in either a Masters Class or any of our Cedarstone Specialty classes offered throughout the year.
- FLEX Makeup Credits expire after 180 days for active Cedarstone students.
- FLEX Makeup Credits expire when a student withdraws from lessons at Cedarstone.

WHAT IS A MASTERS CLASS?

Cedarstone instructors teach practical musicianship and specialized topics from their professional area of expertise. This interactive group experience is a great way to have a fresh perspective in your student's current field of study and to foster our creative community. Masters Classes are offered several times a year and age divided. You may also use your FLEX Makeup Credit is any of our Cedarstone Specialty Classes.

HOW TO CANCEL A LESSON FOR A FLEX MAKEUP CREDIT:

- Text or email your Cedarstone Instructor before your lesson begins. A FLEX Makeup Credit will be issued and stored in your Student Portal until expired.
- Log into your Parent or Student Portal and cancel the lesson directly from the "calendar" tab.

HOW TO REGISTER FOR A MASTERS CLASS OR A SPECIALTY CLASS:

- Sign in to your Cedarstone Student Portal and choose a Masters Class or Specialty Class that will be publicly shown. Register for the preferred class.

**FLEX makeups expirations have been extended to 360 days from date of missed lesson for all active Cedarstone students due to the 2020 Covid-19 situation.*