



CANCELLATION/RESCHEDULE POLICY

I always recommend the client set a regular lesson slot at the same time each week. This works well in that it helps insure availability for a lesson slot. However, things do happen and there are times you will need to reschedule or even cancel.

If You Need to Cancel Your Lesson

- Ideally, it would be great if you can let me know at least 24 hours in advance but it is understood that some things do happen.
- **If it IS at least 24 hours** you can cancel on my [online site here](#).
- You can also email me, call me or text me. (See contact info below)
- If it is inside the 24 Hour period or prefer to call, text or email me please use the info below.

If You Need to reschedule

There are a few options to reschedule.

- You can cancel on the online site but you can't reschedule.
- Option 1 (Recommended): You can cancel first and then schedule a new lesson.
- Option 2: You can contact me. Ideally, a phone call is best so we can find the best time. If you want to email me just let me know the best times for you.

NOTE: I do not charge the client any late or cancellation fee's but if the client is repetitively misses or reschedules lessons, I will recommend we remove the client from a regular schedule and only schedule when available.

No-Shows: If you just do not show for the lesson I will send you a reminder that I had us scheduled for a lesson and, according to my records, you didn't show. I know there are times that there are communication break downs so, if that is the case, please let me know so we can correct that problem. Again, I will not charge the client for a no-show but repetitive "no-shows" may require me to no longer add the client on my schedule.

More information is on my website at: www.lessonswithholly.com

However, you can contact me at any time if you have any questions.

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