



1. SCHEDULING AND PAYMENT POLICIES

Scheduling and Payment: 2 Options: Monthly and “Pay-As-You-Go”

Pay-by-the-Month (For regular, weekly lesson students):

- Pay by the month, on or before the first lesson of the month, based on how many lessons fall in that month.
- Each student must provide us with a valid credit card that we can use to make the monthly charges.
- The amount of the monthly payment will be recorded in your JamSpot lessons account, and we will draw down the balance of that account as each lesson is completed.
- We will email you a receipt for each lesson.

There are several benefits to this option. In a 4-week month you will be charged for 4 lessons at the discounted monthly lesson rate. You can do this in-person by presenting your credit card to us or ask us to charge the card we have on file for you. The good news is that (subject to the late cancellation provisions described below), you will only have to pay for the lessons you take, AND any amounts left in your account at the end of one month can be rolled over to the next.

Example: if Sam signs up for weekly ½ hour guitar lessons on Mondays in a month with 4 Mondays, he pays for 4 lessons when he comes in for his first lesson of the month. At \$40/lesson he would have \$160 in his JamSpot lessons account. At the conclusion of each lesson we will debit his account for \$40, reducing his balance to \$0 by the last lesson of the month.

If Sam needs to miss one of his Monday lessons, he would NOT be charged for that lesson as long as he provides sufficient notice per the cancellation policy. He would have the option of scheduling a make-up lesson or he would have a \$40 credit in his account at the end of the month, which can be rolled over and used as a credit against whatever his charges are for the next month.

Similarly, if Sam knows that he will be out of town for one week that month and will miss a lesson, he can let us know in advance and he would only be charged for 3 lessons that month.

We believe that this system is both fair and flexible, and that it should help all of us better manage our schedules, particularly during vacation and holiday periods. If a student cancels a lesson with proper notice, we offer the options of rescheduling that lesson for another time (subject to teacher and space availability), doubling up on their lesson time at a future lesson, or simply skipping the lesson that week at no charge.

- **PLEASE NOTE THAT YOU CAN CONTACT US FOR CANCELLATIONS OR SCHEDULE CHANGES VIA EMAIL AT EITHER ADMIN@CAMBRIDGEARTSACADEMY.COM OR LESSONS@JAMSPOT.COM**

Pay-As-You-Go::

- Students may request a lesson at any time. We will book that lesson if we have both a teacher and a lesson room available at the requested time.
- Each pay-as-you-go lesson must be for a minimum of 1 hour. We will not book ½ hour or 45-minute pay-as-you go lessons.
- Pay-as-you-go lessons are charged at a higher rate (\$75/hour vs \$67.50)
- Payment for each pay-as-you-go lesson is due at the beginning of each lesson.
- Pay-as-you-go lessons are subject to the same cancellation and no-show policies as weekly lessons. Each pay-as-you-go student must provide us with a valid credit card that we can use to charge any late cancellation or no-show fees.

2. CANCELLATION AND NO-SHOW POLICIES:

Our cancellation and no-show policy is as follows:

- You must provide a minimum of 24 hours notice if you are going to miss a lesson, for any reason, including illness, or you will be charged for that lesson.
- **PLEASE NOTE THAT YOU CAN CONTACT US FOR CANCELLATIONS OR SCHEDULE CHANGES VIA EMAIL AT EITHER ADMIN@CAMBRIDGEARTSACADEMY.COM OR LESSONS@JAMSPOT.COM**
- There are no exceptions to this policy, and no member of the JamSpot staff, including your teacher, may waive these charges.

- We cannot be responsible for cancellations made within 24 hours, or no-shows, due to illness, weather (if we are open), transportation issues or other reasons. Please understand that if we do not receive this minimum amount of notice, we cannot adequately notify the teachers about the change in schedule and we are obligated to pay them for the lesson.
- **NOTE ON MULTIPLE OR REGULAR CANCELLATIONS:** Our new payment and scheduling system offers a great deal of flexibility in planning and scheduling your lessons. However, it is not intended to provide an opportunity to regularly cancel a lesson without good cause. Therefore, if a student cancels a scheduled lesson more than 3 times in a rolling 6-month period, we reserve the right, at our sole discretion, to cancel that student's lessons, change the lesson schedule, or move them to the "pay-as-you-go" format.

3. THE JAMSPOT GUARANTEE

IF YOUR TEACHER IS EVER ABSENT FOR YOUR LESSON (OR MORE THAN 15 MINUTES LATE), AND WE ARE UNABLE TO PROVIDE A SUBSTITUTE TEACHER, YOU WILL NOT BE CHARGED FOR THAT LESSON AND YOUR NEXT LESSON WILL BE FREE.

4. PRACTICE OPPORTUNITIES

Current CAA weekly lesson students may book individual practice time in a JamSpot Studio at a special \$10/hour rate. (Pay-as-you-go students may book individual practice time at the same rates as the standard \$15/hour rate or buy a 10-hour block for \$120.) You may book as many hours of practice time as you like, but please note that we can only take advance bookings for individual practice space during the week, Monday-Friday, from 10am-6pm, and on the weekends from 10am-8pm. If you would like to practice during the week after 6pm, please call us after 4pm on the day you would like to come in and we will book you if we have space available that evening.