

Bosse School of Music
ABSENCE & MAKEUP POLICY

- Each student is entitled to one makeup lesson for each 16 weeks of lessons, if notice of their absence has been given to our office by 9pm the night before the scheduled lesson. **The make up lessons must be taken in addition to your regular lesson, it will not replace your standing appointment.**
- Same day cancellations are not eligible to be rescheduled.
- Each student is also entitled to one “**Four Week Hold**” per calendar year (details below)
- Students are NOT required to make up lessons when the Music School is closed, or if no substitute is available, in the event of a teacher absence.
- Each student is entitled to 1 “**Time Change**” per 4 week cycle.
- There are no refunds for missed or unused lessons.

1. Intermittent TIME CHANGES: If you want to reschedule, but are not eligible for another makeup yet, you can request a “Time Change”. A “Time change”, allows you to move the time of your lesson, but stay on your normal day (the time change applies to that week only) this option does not count as a makeup, and keeps your regular time slot reserved for the following week. So if you have a conflict, you may want to consider simply changing the time of the lesson for that day, instead of canceling it. We are happy to offer you any open spots, just call.

2. TOTAL DAY/TIME CHANGE: Students are only committed to your day/time for 4 weeks at a time (one payment cycle). If you find that your day is starting to have an unusual amount of conflicts, simply ask us for alternative days/times. We’re happy to help move your standing appointment to another day and time indefinitely, just call.

3. FOUR WEEK HOLD- this option is for any client who has been enrolled for 4 months or more, whose account is current. You can prepay one month’s tuition as a deposit to hold your spot for exactly 4 weeks. There will be no extra charge for freezing the actual spot, but if you decide to not resume, **the deposit is non refundable**. This option is frequently used for families who are traveling or when students have injuries. This option can be used once in a calendar year. We are the only institution of our kind that offers such a convenient option. The form for this option is available at the front desk or on our downloads page, and should be returned to us with deposit.

We hope that these options were helpful and informative. We want you to get the most for your money here at BSM!

Sincerely,
Bosse Staff
781-337-8500
clientcare@bosseschoolofmusic.com