

Studio Policies (Voice Lesson + Acting Coaching)

1) Booking + Payment Policy

All sessions must be paid in full before the session begins.

Payment confirms and reserves your session time.

Accepted payment methods: Venmo, Zelle, or cash (if in person).

2) Cancellation + Rescheduling Policy (Virtual Sessions)

Virtual sessions may be canceled or rescheduled at any time, including the same day.

- If you cancel, you may choose either a full refund or a credit toward a future session.
- If I cancel, you may choose either a full refund or a rescheduled session.

Life happens, and I aim to keep coaching flexible and low-stress. Keep in mind, I may need to cancel on my end. I thank you in advance for your understanding. **No cancellation fees for virtual sessions.**

3) In-Person Session Policy (Studio Rental)

In-person sessions require a studio rental, which involves a separate cost and limited availability.

You may cancel/reschedule an in-person session at any time, but:

- Cancellations made 24+ hours before the session: you may receive a full refund or credit (minus the studio rental fee if it has already been booked - typically \$15/hour).
- Cancellations within 24 hours of the session: no refund or credit is available.

If I cancel an in-person session:

- You will receive a full refund, including the studio fee, or you can reschedule at no extra cost.

4) Late Arrival Policy

Please arrive on time so we can make the most of the session.

- If you are late, we'll still end at the scheduled time.
- If you'd like to add time, it may be possible only if my schedule allows.

5) No-Show Policy

If you do not attend your session and do not contact me, it will be considered a no-show.

- Virtual no-shows are not refundable, but I may offer a reschedule.
- In-person no-shows are non-refundable due to studio rental.

6) Communication + Materials Policy

For audition coaching, you're welcome to send your materials ahead of time:

- sheet music/accompaniment tracks
- monologues
- audition instructions (time limits, style requests, etc.)

Best practice: send materials at least 24 hours before the session, whenever possible.

If materials are sent at the last minute, we can still work; we may just spend more time organizing at the start. If you require materials to be provided, I need one week's notice, and there is an extra charge.

7) Studio Expectations (In-Person)

To keep sessions safe and comfortable:

- Please be respectful of the studio space and any building policies.
- If you're feeling sick, I strongly recommend switching to virtual.

8) Safety + Boundaries Policy (Working with Minors)

If the client is under 18:

- A parent/guardian must be aware of the session and be reachable during it.
- I can provide a short summary afterward if requested.

9) Coaching Disclaimer (Results + Expectations)

Coaching is a collaborative process. While I can't guarantee casting outcomes, I will always provide:

- professional-level feedback
- clear actionable notes
- supportive, confidence-building coaching

Progress depends on consistent practice outside of sessions. While I'll provide expert guidance and tools, results are achieved through your effort and follow-through.

10) Policy Agreement

Booking a session confirms that you have read and agreed to these studio policies.