

# 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.