

# Peregrine Arts



## New Student Handbook 2023 - 2024

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**Hello! Welcome to Peregrine Arts!**

## **PAYMENT POLICY**

TakeLessons Students - All billing and payment is done through TakeLessons. I cannot assist in billing errors or issues. I am able to cancel individual lessons, but cannot permanently cancel your lesson contract. Please contact TakeLessons to permanently discontinue lessons.

Regular Students - Payment is due the first week of the month for the previous month. I will bill you through my studio site, Venmo or PayPal (or our agreed upon source). Please email your Venmo or PayPal user name to me.

## **MISSED LESSON POLICY**

While I understand the need to occasionally miss a lesson, I rely on my teaching income to pay monthly bills and therefore have a missed lesson policy. This policy allows me to keep my lessons at an affordable rate.

If you need to cancel a lesson, and you notify me at least one week before your lesson time (e.g., you have a planned vacation), then you will not be charged for the missed lesson. This allows me to use your spot for makeup lessons, etc. You may schedule a makeup lesson if desired, but it is not required.

If you need to cancel a lesson within a week of your lesson time, including the same day but at least an hour before the time of your lesson (e.g., for an illness), you are allowed **four** missed lessons with notice per year (starting from date of first lesson) at no charge. You can also choose to reschedule your lesson for a different day or time (as my schedule allows) instead of using one of your four free missed lessons.

Once you have used your four free lesson cancellations, if your cancellation notice is less than a week before your lesson time, you will receive a short video lesson in an email and you will be charged for the missed lesson. You also have the option of scheduling a makeup lesson within four weeks of the missed lesson, instead of receiving a video, as my schedule allows.

If you do not notify me at least an hour before your lesson time, and you do not show up at your scheduled lesson time, I will wait five minutes and then text you. If you do not/cannot come to your lesson within 10 minutes of the start time, I will log off and create a video lesson that will be emailed to you. You will be charged for the lesson, and you cannot schedule a makeup lesson.

If you contact me to cancel a lesson, I will always confirm. If you do not receive a reply from me that day, I did not receive your message, so please contact me again.

*You will never be charged for any lesson that I cancel.*

I cannot hold your lesson day/time if you discontinue lessons for more than four consecutive weeks (such as for summer break).

This policy applies to regular students and TakeLessons students.

## **PRACTICE**

Regular practice throughout the week is important for growing in your musical skills. If you or your student is struggling with practice, please talk to me! I can help you learn how to successfully practice at home.

Please let me know if you have any questions!

Thanks!  
Rebecca