

Q & A around the MTME student cancellation policy.

What is the studio policy regarding make-up lessons?

We cannot guarantee make-ups for missed lessons.

The official policy remain we can not guarantee makes-ups for missed lessons. However, with sufficient notice, teachers will try their best schedule a make-up lesson or to email a video lesson. If a student gives 48 hour written notice to the front desk, then the teacher may schedule a make-up, depending on their availability. This lesson gets scheduled directly with the instructor. The front desk cannot schedule any make-up lessons.

Will I definitely get a make-up if I give 48 hours written notice?

No.

We cannot guarantee that you will get a make-up as it depends on the teacher's schedule availability. Teachers are incentivized to schedule make-up lessons.

Will my tuition be less if I miss a lesson?

No. Tuition is always the same flat monthly fee.

Please remember, there are a few weeks of the year that have five lessons or a free lesson to help you compensate for possible missed lessons!

What if I give 40 hours notice?

Sorry, we cannot schedule a make-up.

To give us enough time to connect with instructors and to keep the structure clear and fair, a strict 48 hour notice needs to be in place.

What constitutes "written" notice?

Text.

Email.

Hand written note given to front desk.

Leaving a voice mail or telling the front office or teacher does not qualify as written notice.