

## LZM LESSON POLICIES- ZOOM LESSON DURING COVID TIMES

These are my lesson policies- please read in their entirety and ask questions when you receive this. Unless you initiate an email (in writing) in which we agree to different policies, these are the agreements I will hold you to for all lessons, beyond our first lesson. I will have a copy of this for you to sign at your first lesson to indicate your agreement to my policies & a copy of these policies can be found on my website in the footer [www.LZMstudio.com](http://www.LZMstudio.com)

### Scheduling & Payment Policies

#### 1st Lesson:

You are welcome to schedule and pay for your first lesson separately, to ensure I am a good fit for your goals.

#### After 1st Lesson:

I schedule all lessons for the entire month in one booking email each month. I schedule the same day/time for clients as consistent appointment times are easier to remember and plan around. Once you have a regular time/day I reserve that for you and do not offer it to other students. I ask that you give me as much notice as possible for all changes or stopping lessons, so I may offer that time slot to other students. I book on a first come first serve basis.

- For all recurring students, I book the upcoming month between the 15th and 28th of each month. For example, between January 15th and 28th I will contact you by email to schedule the month of February. Please consult your work/school/personal calendars *before* reserving time with me to account for any known conflicts.
- You may schedule days off (without payment) or schedule an alternative time/day when you know you'll have a conflict when it is planned in advance, by the 29th of the month.
- After the 29th of the month, if I have not heard from you I will consider your lessons booked as scheduled in the booking email. If I've heard from you regarding the changes you need by the 29th of the month, I will honor those changes with no payment due for skipped lessons planned in advance. If I do not hear from you in response to my booking/invoice email you will be booked for all the dates reserved for you in that email and responsible for payment for the upcoming month by the 1st of the month. This is to save you time, so that you only need to confirm when you need changes to your regular schedule.
- Once we agree to the schedule for the following month, or if you've said nothing after the 29th of the month, you have committed to the dates we've scheduled and payment is expected for all dates in advance. I ask for payment for the entire month by the first of the month. There are rare occasions that we schedule during our meeting verbally, by text or by phone, and payment is due by the first of the month, even without an invoice/booking email from me.
- I will keep a credit card on file to charge you for your upcoming month. Once the card is entered into Stripe, I can no longer see all the numbers of your card. I keep Client Forms locked in a file cabinet and shred them after 2 months of charges go through smoothly. Stripe's privacy policies: <https://stripe.com/privacy> and Security Policies: <https://stripe.com/docs/security/stripe>

- Rather than increase all my lessons across the board to account for credit card fees, I pro-rate them based on the total amount you're paying each month. Credit card charges are based on your monthly total:
  - \$5 fee for charges \$200 and under;
  - \$10 fee for charges \$200 - \$325;
  - \$15 fee for charges \$326 - \$500
  - \$20 fee for charges \$501 - \$700
  - \$25 fee for charges \$701 - \$850
- **Incoming client booking:** I consider a lesson to be booked when I've sent you an email titled i.e: "Your name, January Lesson Booking/Invoice" that includes the dates, times, and payment due for that particular month, AND you have confirmed by email the dates and payment you will make for the month. Before that occurs, a lesson schedule is not reserved for you and *I may offer your times to other students.*
- **Current client booking:** I maintain your lesson time for you for the upcoming month until you indicate you want to stop or pause lessons. Please let me know by the middle of the month if you wish to stop or pause lessons for any duration so that I have time to fill your space with an incoming client. I will do everything I reasonably can to communicate fully, transparently, and promptly with you during the scheduling process and I ask for the same commitment from you. Please allow for some graciousness for my humanity, as from time to time I make a mistake, have a tech problem, or cannot serve you as well as I would wish to do.

#### **Cancellation Policies**

- I reserve your day/time for you and do not offer them to other clients until you indicate you wish to pause or stop lessons or take a date off.
- If I or one of my instructors ever cancel a lesson or are not available for a lesson I will provide a substitute instructor, reschedule, roll over the cost of the lesson to the next month or refund you the cost, as soon as possible. During covid times I may offer the option for you to pay regardless of the missed lesson, but that is elected by your choice.
- Should you wish to take unpaid time off, it is your responsibility to let me know by the 29th of each month for the upcoming month. Should you not respond to my booking/invoice email to let me know you need to cancel upcoming lessons that are reserved for you, you will still be charged for the next month. You are expected to pay in full by the 1st of the month for all reserved times.
- During normal times, I do not typically reschedule once you've booked for the month because I often have no free times open. During Covid times with schools more flexible, I will reschedule when I can. Once you've had 2-3 reschedules within a trimester, please be respectful of the time it takes for me to reschedule & know I won't always be able to do so. If you've had more than 2-3 reschedules in a trimester, it is advisable to consider moving your lesson time to a less likely to be interrupted time slot.

#### **Makeup Lessons**

One last-minute cancellation and reschedule is available to each student one time per calendar year. We will first try to reschedule your canceled lesson and if that can't be arranged, I will apply the missed lesson charge to the following month's lessons as a credit. After the first last-minute cancellation per calendar

year, and for all additional last-minute cancellations per year, payment is expected and not refunded or applied to future lessons, UNLESS it is COVID related. I do not offer more than this because my lesson times are so booked that I do not have regular openings available for rescheduling. Once I commit to offering a lesson to you I cannot offer it to another student- so if you don't attend I do not earn the income I need to manage my business expenses. I ask that we try to reschedule a missed/canceled lesson within the same month of cancellation unless my schedule prevents it. Upon occasion, my schedule allows me more flexibility to offer more than one cancellation/reschedule and I will offer that more than once a year when I can.

### **Parent Check-Ins**

Even though I know parents are overwhelmed with work/school tasks for kids, I ask that parents check-in periodically during Zoom lessons so I can stay informed about your family's situation during COVID times. I will periodically email parents with supply requests, questions, and sticking points in your kids' learning process to make sure we stay on a good learning trajectory together. Your partnership in teaching your child is important to me. Please inform me if your child/your family is experiencing any challenges that might impact their learning.

### **SEL & Covid**

Due to massive disruptions in routine, my focus this past year has occasionally turned to Social Emotional Learning (SEL) practices, in addition to Fine Art. Art making has a way of bringing emotions to the surface, and if I sense your child (or you as an adult) is needing extra support with big emotions, I will modify our focus that day to give students additional coping skills. This is common practice in school district art classes as well, and there is plenty of research indicating this is healthy for the overall well-being of humans. If you're interested/concerned about this practice I'm happy to share more with you. I'll let parents know if I'm seeing any behavioral changes or anything of concern during my time with your children.

### **Minors Working with LZM Studio via Zoom**

My preference is that minors work with me from a common area in your home rather than a bedroom. This ensures less liability for me as a teacher and business insurance holder. Please be mindful of the presence of the camera in your homes and dress accordingly during lesson times.

### **Recording & Photos on Zoom**

Occasionally I will record a small segment of our Zoom lesson for use on my websites or business social media. Typically, this is recording a small part that I am drawing or explaining- not you or your child drawing or your artwork! I will not include your face or your artwork in a recording without your explicit permission, on any occasion I may wish to use such images. Occasionally I will snap a photo of you/your child with a pet or drawing on Zoom for use on my websites or business social media pages. I will not post a screenshot of you/your child or your artwork without your permission.

### **Photographing Artwork**

A large part of how I market my business is sharing photographs of artwork you have created. Because of our remote situation, I may ask you to photograph your completed artwork or stages of artwork to share with me for marketing purposes.

### **Special Learning Needs**

Please inform me at the start of our lessons if you or your child have any special learning needs that I can accommodate. If you/your child have accommodations for 504 or IEP's at school, ADD, ADHD, dyslexia, dysgraphia, motor development issues, visual/spatial processing issues, vision issues can all impact the approach I take in our lessons. The more I know about you/your child, the better advocate I can be for optimizing your/their learning. This information is confidential and will aid in my creating a safe, custom learning environment for you/your child.

**Health/Personal Issues**

Please inform me if you/your child have any health issues you are working with such as asthma or pregnancy (that might impact the art materials we choose to work with in the studio). Please disclose if your family is going through life changes like divorce, move, school change, illness or death of a family member - as this can impact a child's behavior and ability to perform, and *often these emotional issues come to the surface in the process of art-making* so I will likely witness these events anyway. If you inform me of them in advance, it allows me to use techniques that are appropriate for the moment, to best support your kids. This information is confidential and will aid in my creating a safe, custom learning environment for you/your child.

**I do not refund lesson payments when you cancel but will consider it on a case-by-case basis.**

**If I am ever to cancel your lessons, I will reschedule as soon as possible and/or will offer you the full amount of the canceled lesson in a refund.**

***I reserve the right to make alterations and changes to these policies for the safety and well-being of my students and instructors at any time and will give you written notice when policies change.***

**I agree to the above lesson policies and will adhere to them for the duration of my study with LZM Studio.**

**Name**

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**Signature**

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**Date**

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