

# Marcus Cain – Tuition Policy

## Payment:

- All lesson payments must be made in advance via bank transfer, PayPal (this can be facilitated in Skype) or cash if mutually agreed.
- Regular students must pay for the entire month in advance before the first lesson of the month.
- Cheques are not accepted.

## Cancellations:

- A minimum of 24 hours notice is required to cancel a lesson. In this situation I will discuss an alternative time with the student to arrange a catch-up lesson.
- If a cancellation is made less than 24 hours before the scheduled lesson time the lesson fee will not be refundable.
- If a student is late for a lesson, they cannot be guaranteed their full lesson length.
- 1 full month notice is required for permanent cancellation of lessons (for regular students).

## Skype:

- Please make sure you have a strong internet connection if engaging in lessons over Skype. I recommend you disconnect other devices in your home from the internet during your lesson in order to ensure the strongest connection.
- Make sure the Skype software is open and you are ready to answer the Skype call BEFORE the scheduled lesson time.
- I recommend you use Skype's free test call feature before the start of each lesson to ensure your voice and instrument is clearly audible.
- If any time is lost due to a student's poor internet connection or other technical problems you will still be charged for the lesson.

If you have any questions or concerns regarding these points please don't hesitate to contact me at [marcus.cain@musician.org](mailto:marcus.cain@musician.org)