



Welcome to The Collective!

We are delighted to have you join the studio. To ensure the best possible experience for all of our singers, we have established the following policies:

1. **Cancellation Policy:** The standard 24-hour cancellation policy is in effect. You can always reschedule up to 24 hours in advance by emailing hello@voice-collective.com, messaging your teacher directly, or by canceling the event on acuity. If you must cancel for any reason within 24 hours of your lesson time, you will be responsible for the full amount of the session. 24-hour notice allows us time to go to the waitlist and rebook that lesson time, so please understand we can make no exceptions to this policy.

***In-Person:* If you cancel an in-person lesson less than 48 hours prior to the lesson, you will be charged a \$25 room fee.**

2. **Late Policy:** Please contact your teacher as soon as possible if you are running late for your lesson. Any lateness surpassing 10 minutes with no contact will be considered a no-show. Lessons will end on time, regardless of your arrival time.
3. **Payment Policy:** Payment for lessons is accepted at the time of booking through our scheduling portal. Or we also accept cash, checks, and Venmo payments, due at the time of the lesson and must be paid in full. All payments are non-refundable.

International PayPal Policy: If Venmo is not available in the country in which you reside, we will accept PayPal payments. All PayPal transactions will have an additional \$5 fee added to the regular lesson price.

4. **Virtual Lessons Policy:** All online lessons are conducted over Zoom. Students must ensure that they have a reliable internet connection and a quiet, distraction-free environment for the lesson. We are not responsible for any technical issues that may arise during the lesson.
5. **Sheet Music:** It is the expectation that you as the student provide sheet music for the lesson in order for us to best assist you. It is easiest if you send a digital copy of your music prior to the start of your lesson via email. We also understand that many of our students work on pop/rock or original material for which sheet music is not available. In

this case, a lyric sheet is an acceptable substitute. Please reach out if you have any questions about this.

6. **Audio Recording:** We do allow (and encourage) audio recording in your voice lessons. Many students find it helpful to refer back to these recordings in their practice. We just ask that you do not share these recordings publicly without permission.
7. **Studio Conduct Policy:** We are committed to creating a safe and inclusive learning environment for all our singing students. We expect all students to conduct themselves in a professional and respectful manner during lessons. Discriminatory language or behavior of any kind will not be tolerated and may result in the termination of lessons. We believe in fostering a positive and supportive atmosphere where everyone can feel comfortable and confident in their learning journeys.

Thank you for choosing The Voice Collective as your vocal studio. We ask that you come to your lessons with an open mind and a willingness to playfully explore new things. We always do our best to do the same. We are passionate about making the studio a joyful place where our students feel safe to explore their voices. If you ever feel that we, in any way, are not reaching that goal, please communicate with us so that we can learn and grow together. If you ever have any questions while we are working, please ask! We can be reached by email, text, or phone. We look forward to working with you and helping you achieve your vocal goals!

The Voice Collective

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