

ATTENDANCE POLICY

January 2012



In an effort to continue providing the very best music education experience, Real School has enhanced its attendance policy, effective January 3, 2012. By providing students and parents with a written summary of the enhanced policy, we aim to clarify the process by which lessons may be rescheduled. If you should have any questions or comments, feel free to contact us 978•685•7900.

1. Students are expected to provide Real School with advance notice of any missed lesson. For the purposes of this policy, the term “advance notice” shall be defined as, “notice provided to, and acknowledged by, Real School prior to the start time of the designated lesson or appointment.” Failure to provide advance notice of any absence will be deemed a “no-show,” and the lesson forfeit.
2. Each individual lesson may be rescheduled once, so long as Real School is provided with notice by the end of the previous business day. Moreover, if a student chooses to reschedule a particular lesson, and then is unable to attend the rescheduled lesson, Real School will be under no obligation to allow for further rescheduling of that lesson. Any rescheduled lessons that are missed shall be deemed forfeit.
3. Students will be allowed two (2) make-up lessons for same-day, emergency cancellations (e.g. sudden illness), so long as advance notice of the absence is provided to Real School. As with other rescheduled lessons, each individual lesson may only be rescheduled once.
4. Should Real School fail to deliver a scheduled lesson for any reason (e.g. instructor absence, school closing, etc.), Real School will guarantee that a make-up lesson shall be provided in accordance with the following process:
 - a. within one week of the absence, the instructor shall attempt to reschedule the lesson based on student and instructor availability. Should the instructor be unable to accommodate the student’s schedule, then;
 - b. the instructor shall increase their availability for the purpose of scheduling the make-up lesson. If, despite the instructor’s increased availability, the instructor is unable to accommodate the student’s schedule, then;
 - c. the make-up lesson shall be rescheduled for delivery during the two weeks following the end of the current session. If we continue to be unable to accommodate the student’s schedule, then:
 - d. the student will be offered an opportunity to schedule the make-up lesson with a different instructor (or, perhaps, on a different instrument, such as voice), based on student interest. If no such interest exists, then;
 - e. a credit for the missed lessons shall be issued, which can be applied to future enrollment in Real School programs. Some exceptions may apply.
5. Any rescheduled or make-up lessons must be delivered, or a credit must be issued, no later than the first four (4) weeks of the subsequent session.