

Ovation Performing Arts

Voice Studio Policies

Contact information for Jimena Shepherd

Phone number: (541) 419-1545

Email address: jimena.feliz.soprano@gmail.com

Studio Address

2241 NE Hyatt Ct. Bend, OR 97701

Rates

30 minutes - \$25

45 minutes - \$30

1 hour - - - - \$35

Scheduling Policy

Please contact Jimena Shepherd via email, phone or text to set up a consistent lesson time. **Please note:** If you only wish to schedule only a limited amount of lessons (to prepare for an audition, etc) please communicate that with Jimena prior to scheduling a time slot.

Lesson slots

- When you schedule lessons, please remember that you are scheduling a time slot and **not** a time duration. The student is responsible to be at his/her lesson at their scheduled time and pay for the scheduled lesson duration. If a student arrives late their lesson will still end at the originally scheduled time. **Payment amount will not be altered if the student arrives late.**
- When a time slot is confirmed, that slot will remain the student's until a change is communicated and confirmed with the instructor.
- If you wish to change the length of a lesson or reschedule, do so **24 hours** prior to the originally scheduled lesson time (Also see Rescheduling policy).

Canceling & Rescheduling Policy

There is **no refund** for lessons that are canceled less than 24 hours in advance.

- Lessons must be canceled or rescheduled **24 hours prior** to the beginning of the scheduled lesson time in order to avoid a charge, receive a refund, or credit a previous payment toward a future lesson. The charge will be the cost of the scheduled lesson.
- Rescheduling is dependant on the availability of the instructor.
- If the instructor must cancel or reschedule a lesson less than 24 hours before a scheduled lesson, the student's next lesson will be complimentary.
- Rescheduling without a charge (excluding **cancelations**) is offered for any change less than 24 hour due to winter weather conditions.

Payment Options

Payments may be made at the beginning of each month, at the end of each month or at each lesson. A monthly invoice/receipt will be sent out at the end of each month from the studio.

Methods of Payment

- Check made out to: Jimena Shepherd or Ovation Performing Arts
- Cash

For the Student

- Please bring your binder with your sheet music and any assignments to every lesson.

Don't hesitate to contact Jimena Shepherd with any questions.