



## Missed Appointment & Cancellation Policy

Our intention at Ovations Global Network is to provide convenient, accessible, high quality dance lessons for all our students. In order for us to assure convenience and accessibility to all our students, it is important that students arrive on time for all scheduled appointments or cancel the appointment **24 hours** in advance. This policy allows us to make better use of our available appointments for those students wishing to take a dance lesson.

### **Cancellation of an Appointment:**

In order to be respectful of other students and your teacher(s), please be courteous and call us promptly if you are unable to show up for an appointment. This time will be reallocated and made available to another student. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another student access to that time spot.

### **How to Cancel Your Appointment:**

To cancel your appointment, please call or text 239-745-5494. If you do not reach somebody, you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please leave your name and phone number. We will return your call promptly.

### **Late Cancellations:**

A cancellation is considered to be late when the appointment is cancelled without a 24-hour advance notice. Late cancellations will be charged as if the lesson has been taken and will be recorded as "CTL" or Canceled Too Late.

### **No Show Policy:**

A "no-show", is a student who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded as "NS" or No Show and you will be charged for the lesson. The first time there is a "no-show", late cancellation, or cancellation without a reasonable excuse there will be no charge to the student. A 2nd occurrence will result in a fee of the lesson. For our New Student's first visit, a no show or late cancellation will result in a full charge of the new student fee on your credit card on file.

I understand Ovations Global Networks Missed Appointment and Cancellation Policy; I will be charged for the lesson if I do not show up or fail to cancel 24 hours in advance.

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**OVATIONS**

GLOBAL NETWORK INC.

## Expiration Policy

Our intention at Ovations Global Network is to provide convenient, accessible, high quality dance lessons for all our students. In order for us to assure convenience and accessibility to all our students, it is important that students taking advantage of our lower rates by purchasing a lesson package use them up before they expire. This policy allows us to make better use of our available appointments for those students wishing to take a dance lesson.

### **5+ Pack**

Lesson packages of 5 or more will expire after 3 months from the first lesson.

### **10+ Pack**

Lesson packages of 10 or more will expire after 6 months from the first lesson.

### **20+ Pack**

Lesson packages of 20 or more will expire after 1 year from the first lesson.

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