

BASES Lesson Payment / Scheduling / Cancellation Policies

Payment

Payment for any single scheduled lesson is due in advance. If multiple lessons are scheduled a minimum of one lesson shall be paid for in advance. For security of your financial information BASES DOES NOT maintain any credit card data. Transactions are processed through "Square" and only the last four digits of any card number are accessible in our system. We highly recommend the use of contactless payments when possible and we discourage employees from handling your actual credit card unless absolutely necessary.

Scheduling

BASES is happy to schedule multiple lessons for you but at least one lesson must be paid for at time of scheduling. If you are a "no show" or "late cancel" for a scheduled lesson, BASES reserves the right to place your next lesson on hold until payment is completed to cover the cost of that lesson. Furthermore, the next scheduled lesson must be paid for within 24 hours of the missed lesson to maintain any future scheduled lessons.

Cancellation

BASES cancellation policy is designed to be as accommodating as possible. We understand that sometimes lessons must be cancelled at the last minute for various reasons (i.e. illness, work schedule, emergency, etc.).

Cancellations must be made BY TELEPHONE no later than 3 hours (2 hours for any lessons on school days that start before 6PM) prior to the scheduled lesson or financial responsibility is on the customer for the cancelled lesson. Cancellation may be made by telephone via Voice Mail within the required time. In such cases, we will confirm receipt of the cancellation with a return call. If your VM box is full and we cannot leave a confirmation message we will not attempt additional confirmation calls. Schedule changes or cancellation requests by any other media (e-mail, text, etc.) will not be accepted due to the potential delay in receipt of such notice.

I have read and agree to the BASES Lesson Cancellation Policy stated herein:

RESPONSIBLE PERSON: **PRINT** _____

SIGNATURE _____

DATE _____