

CANCELLATION POLICY

At Ozcanli Academy we have your best interest at heart and that's why we have a Make-up & Cancellation Policy. This policy is in place to help you maximize your lessons as well as to honor and value our instructor's time.

NOTIFY THE SCHOOL AT LEAST 24 HOURS IN ADVANCE should you need to miss a class. The instructor will do his/her best to re-schedule the class for later that week or up to a week later. (4 make ups are allowed in a 3-month period). A make up class cannot be re-scheduled again, even with a 24-hour notice. Therefore, if a re-scheduled class were to be missed, it is considered a forfeited lesson.

IF WE DO NOT RECEIVE A 24 HOUR NOTICE, THE LESSON IS FORFEITED AND YOU WILL BE CHARGED FOR YOUR LESSON. We do this out of respect for our instructor's time. As part of the commitment we have with our instructors, they get paid for the lesson you missed.

THE ONLY TWO EXCEPTIONS TO THE 24 HOUR RULE ARE:

- Serious health condition.
- One of the members of your household is in the hospital or had a serious emergency.

*If you notify the academy after your missed lesson (because of an emergency), the lesson fee will go towards your next lesson.

*If your instructor can't attend the class because of an emergency the lesson fee will go towards your next lesson.

*Please be present at your lessons on time. Teachers are not responsible for lost lesson time due to late arrivals.

You can cancel your enrollment anytime by emailing us.

Point of Contact

For all inquiries, please contact our academy's director by phone or email at oozcanli@alumni.berklee.edu – 949-478-5455

Media release: Ozcanli Academy reserves the right to take photographs and video of students to use in educational and promotional materials.

THANK YOU FOR BEING A PART OF OUR FAMILY AT OZCANLI ACADEMY LLC.