

bigvoicestudios

STUDIO POLICIES & RATES

Dear *Big Voice Singers*,

Thank you all for your passionate involvement in the Big Voice family over the years. Your talent means the world to us, and we are deeply committed to your moving ahead in order to build and accomplish your dreams.

While we have, in the past, shown flexibility with regard to missed lessons and last minute cancellations, we have experienced these in increasing numbers as of late and we need to adopt policies similar to those in use at other teaching facilities such as The Royal Conservatory and dance or fitness studios.

For many years, we have absorbed the problems caused by cancellations and no-shows. Regretfully, we can no longer continue this practice. Cancellations not only deprive our coaches of their income, but they prevent the large number of people on our waiting list from being accommodated.

So we have adopted a policy, which we believe will be fair to our students, our coaches and the studio.

Our Policy

Our policy states that after your first introductory session at Big Voice Studios, when you begin ongoing lessons, we will require payment **for 2 sessions**. One payment will be kept as a deposit in case of a last minute cancellation and the other will be applied to your lesson that day. If you use up your deposit, you will be required to make 2 payments again at the next lesson so that we always have a deposit on hand.

CANCELLATIONS MUST BE MADE NO LATER 24 HOURS BEFORE YOUR LESSON TIME – AND UNFORTUNATELY, THERE WILL BE NO EXCEPTIONS.

Note: In the case of singers who consistently cancel lessons, even outside the 24-hour notice period, the studio and/or coach may suggest that you hold off on booking further lessons until you are able to commit to your lessons.

The deposit will stay in our system until you decide to have your last lesson here at Big Voice Studios. Just let us know before your final session is booked, that it is your last session, and the deposit amount will be applied to your final booking.

Methods of Payment

Cheques payable to Overholt Enterprises

Cash

Debit Card

Visa or Mastercard

Interac e-Transfer (online banking) info@elaineoverholt.com

To utilize e-Transfer please let us know and we'll set that up.

Studio Rates

Below are our coaching rates:

Elaine Overholt	\$130
Michael Hanrahan	\$120
Louisa Burgess	\$110
Jonathan Higgins	\$110
Chris Tsujiuchi	\$110
Rob Corbett	\$110
Brooke Harris	\$100
Robert Horvath	\$ 90
Marla Joy	\$ 90
Anna Mastin	\$ 85
David Ioannou	\$ 85
Kat Lucas	\$ 85
Denielle Bassels	\$ 85
Kristina Minchopoulos	\$ 85

Thank you so very much for your continued patronage,

Elaine, Elyse & The Coaches at Big Voice Studios