



PRIVATE LESSON POLICIES

Private lessons are offered as recurring weekly/bi-weekly, or drop-in.

RECURRING LESSONS

- Recurring lessons are scheduled for the entire 2026/27 school year (September 2026 - May 2027). Tuition is based on a 36-week cycle, and you can choose to pay in full at registration, or monthly automatic installments. Any recurring lessons that have been purchased but remain unused will expire on **July 31, 2027**. Any lessons not used by this date will be **forfeited and are not eligible for a refund, credit, or extension**.
- Attendance is expected at all scheduled lessons. There are no refunds for missed lessons. If you need to reschedule a lesson, you must give 24-hour notice, and it's contingent upon availability of the teacher. Please reach out to privatelessons@cityspringstheatre.com to change that lesson.
- If the teacher cancels, we will work with you to reschedule, or we will provide a sub for the instructor if we can't reschedule.
- If withdrawing from your recurring private lesson, you must give 30 days written notice to privatelessons@cityspringstheatre.com. We cannot refund for lessons that have already been paid.
- If you wish to change the length of your lesson, you must email privatelessons@cityspringstheatre.com. We cannot guarantee you will have the same time slot.
- CST Conservatory may dismiss any student from private lessons with three consecutive absences without notification; inconsistent absences throughout the year; multiple tardies; or who fails to adhere to our late payment policy.

DROP-IN PRIVATE LESSONS

- Drop in lessons are for those that do not want to commit to the same day/time lesson weekly or bi-weekly. Lessons are selected by the student via our registration website below. Students select the teacher and length of time they want, and schedule based on teacher/facility availability.
- Please note: some teachers may not have much availability due to recurring students on their schedule. If you can't find something that works for you, please contact privatelessons@cityspringstheatre.com.
- Drop-in lessons cannot be refunded. If you need to reschedule a lesson, it must be done 24 hours before the lesson, otherwise a credit won't be issued. Please contact privatelessons@cityspringstheatre.com to offer you a credit for the lesson, and you can reschedule in Amilia on your own time.

<https://app.amilia.com/store/en/cstconservatory/shop>

COMMUNICATION FOR PRIVATE LESSONS

- On the DAY OF your private lesson, if you need to reach CSTC to say you're running late, can't attend the lesson, etc., we ask you to please call our CSTC PHONE NUMBER-**FRONT DESK**, to let them know.

Please call 404-477-4365 to speak with front desk.

- If for some reason they do not pick up, you **MUST** leave a voicemail, as all voicemails go to a shared email account that we can access. Someone will receive your communication and **WILL** respond to you via phone to acknowledge the communication and make sure to confirm that information will be sent to Brian and instructors.
- This hotline should only be used for DAY OF communication. **If before your private lesson date**, you must continue to DIRECTLY communicate to the privatelesson@cityspringstheatre.com email. This year, front desk will have access to communicate to you from this email and help with scheduling/rescheduling. If you have further questions, they will make sure to connect you to Brian Wittenberg, Education Manager. Please do not reach out to your instructors for cancellations, makeups, etc. We will make sure to communicate that to them.

NEW

LATE ARRIVAL POLICY

Students who arrive late for a scheduled private lesson will receive instruction for the remainder of their reserved lesson time only. If a student has not arrived or communicated with the front desk within **15 minutes** of the scheduled lesson time, the instructor will assume the lesson has been missed and will begin teaching the next scheduled student or leave for the day. Missed lesson time will not be made up.