

Voicewise Studio Policies

(rev 1/2026)

- I have a 48-hour cancellation policy. You are responsible for paying for lessons cancelled with less than 48 hours' notice or if you do not attend your appointment without notice, unless otherwise arranged.
- If you are more than 15 minutes late for your appointment, it is considered a no show. If you are late to your lesson, we still need to finish at the scheduled time, unless otherwise arranged.
- I reserve the right to refuse and/or discontinue lessons with any person for any reason at my discretion.

INCLEMENT WEATHER

Rain or snow does not automatically mean lessons will be cancelled. If you were scheduled to be in person, please plan for extra travel time during inclement weather. We can also move your lesson to Zoom.

ILLNESS

In the case of a minor illness, you will likely be able to keep your lesson. If you experience a major illness, you are allowed one late illness cancellation/reschedule per 10 appointments. You are responsible for notifying me before your appointment time.

ONLINE APPOINTMENTS

I can conduct voice lessons via Zoom regardless of where you are located.

For voice therapy clients, online services may be limited because of speech-language pathology licensing. I hold licenses in the Commonwealth of Massachusetts and the State of California. We can have online voice therapy if *you* are located in either of those states. I'm not allowed to provide voice therapy *when you are physically located in a state where I am not licensed*.

I have high-speed internet at my studio, and I hardwire into the internet via Ethernet. I cannot be responsible for the speed or fidelity of your internet connection. Before considering online lessons, ensure you have access to reliable, high-speed internet.

MEDICARE

If you have Medicare, I am unable to provide private speech therapy/voice therapy (either in person or online), as I am not a participating Medicare provider.

Medicare regulations prevent me from charging you for therapy services, even if you want to choose to work with a non-participating speech pathologist.