



MS. P & COMPANY — TERMS & CONDITIONS (DETAILED)

1. Missed Lessons & Make-Ups

If a client misses a scheduled lesson for any reason, they have a 7-day grace period from the date of the missed lesson to schedule a make-up session. All make-ups must be arranged directly with the Creative Director (Ms. P) and must fit both the client's schedule and the teacher's schedule. Make-ups may only be scheduled within the available time slots that week. If no time slot is available, this is not the responsibility of Ms. P & Company and the lesson will be forfeited. After the 7-day grace period, the missed lesson cannot be rescheduled, credited, or refunded.

2. Subscription Policies

Ms. P & Company offers monthly subscriptions intended for long-term creative growth. A. Cancellations Clients are free to cancel at any time. However, cancelling a subscription before completing 12 consecutive months results in the client becoming ineligible for future subscription plans until 12 months have passed. During this period, lessons may continue only through Pay-As-You-Go at higher rates. B. Upgrading a Subscription If a client cancels their subscription to upgrade to a new plan, they must confirm whether a time slot is available for the new schedule. Ms. P & Company cannot guarantee availability, and cancelled time slots are not held. C. Pausing a Subscription Subscription pauses are allowed for medical reasons only and require a current doctor's note. Pauses for personal reasons, travel, busy schedules, or other non-medical circumstances are not permitted. If a client cancels due to personal reasons, their previous time slot will not be saved and subscription eligibility rules

still apply.

3. Time Slot Availability

Ms. P & Company operates as a professional studio with limited time slots. Time slots cannot be held or reserved for clients who pause or cancel subscriptions. When a subscription is cancelled or paused, the spot is immediately reopened to new clients to maintain a full calendar, cover studio costs, and ensure the sustainability of the program.

4. 48-Week Subscription Structure

The monthly subscription covers 4 lessons each month, based on an annual plan of 48 teaching weeks per year. Ms. P designates 4 non-teaching weeks per year, generally aligned with holiday periods. Clients continue to pay the regular subscription during these scheduled breaks as part of the annual structure.

5. General Studio Policies

All payments are non-refundable. Missed lessons are not credited toward future months. Schedule changes must be requested at least 48 hours in advance and are not guaranteed. Ms. P & Company reserves the right to adjust studio policies, rates, and availability at any time.