

STAGEBOX

Dear Members,

To ensure a smooth and positive experience for all members, we kindly ask that you review and follow the policies outlined below.

Appointment Changes

- All cancellations or rescheduling requests must be made at least 48 hours in advance of your scheduled session.
- You will receive a reminder email 72 hours before your session, giving ample time to make any necessary changes.
- Cancellations made within 48 hours of the session will be considered a no-show and the session will not be eligible for rebooking or refund.
- If you are running late or experience a last-minute issue, we recommend reaching out as early as possible. Unfortunately, sessions cannot be extended to accommodate late arrivals.

Session Set-Up

- Please ensure you are in a quiet, suitable & distraction-free environment for your session. This allows both you and your coach to get the most out of the time together.
- Review our Online Singing Settings ahead of your session to ensure audio and video quality are optimised.
- Coaches may not be able to continue with the session if the environment is not suitable (e.g., noisy, public, in a car or unsafe locations).
- We ask that members enter the Zoom waiting room 15 minutes before the scheduled session time. This buffer allows:
 - Time to test your connection and set-up
 - A prompt and professional session start
 - Early resolution of any technical issues
- If you have not joined the session within the first 5 minutes, the session will be marked as a no-show and will not be rebooked.

Technical Issues

- Any technical issues (including connectivity problems, platform access, or system errors) must be reported via email as soon as possible to: contact@stagebox.uk
- Please test your equipment and internet connection prior to the session to minimise any disruptions.
- In rare cases where technical issues arise from our side, we will of course do our best to accommodate a rebooking.



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Preparation

- If your coach has asked you to prepare or learn specific material, please ensure you come to the session with it fully prepared and ready to go.
- This includes learning lyrics, music, lines, or any assigned tasks in advance.
- Coming to your session fully prepared helps maximise your progress and allows your coach to focus on development rather than catching up on basics.

By adhering to these policies, we can ensure each session runs smoothly, efficiently, and to the highest standard. Thank you for your cooperation and professionalism.

If you have any questions about these guidelines, please don't hesitate to get in touch.

All the best,
Team Stagebox

