



While we're sure you'll love what you've ordered, we of course understand that sometimes you might have second thoughts. To request a refund or exchange, you'll need to follow the instructions set out below.

### **Cancellation/Rescheduling Policy**

We operate a 48 hour cancellation policy, so please let us know as soon as you can by telephone, text or email if you wish to cancel or reschedule. In the event of calling by phone and getting the voicemail, please leave a message and we will honour the cancellation at the time of the call.

Lessons cancelled/rescheduled with 48 or more hours notice will be refunded.

Lessons cancelled/rescheduled with less than 48 hours notice will be charged the full lesson fee. Lessons cancelled/rescheduled by the teacher will be re-arranged at a time mutual to both parties. We will endeavour to give as much notice as possible in the event this occurs.

### **Terms and Conditions of the Lesson**

Please aim to arrive 5 minutes early for your lesson to avoid lengthy waiting times. Lesson time will not be made up if you are late, and your lesson will end at the scheduled time. If you miss your lesson slot completely, your lesson will be forfeit and not refunded or rescheduled. If the teacher is running late, you will receive your full lesson time.

The teacher reserves the right to refuse to teach any student that is contagiously ill, under the influence of alcohol or drugs, or exhibiting violent behaviour. The teacher reserves the right to stop a lesson at any point should they feel it is necessary. In

the event this happens during a period of recovering from an illness, the remaining portion of the lesson will be rescheduled at a time suitable for both parties. The teacher reserves the right to refuse or discontinue lessons with any student for any reason at their discretion.