

PRIVATE LESSON POLICY

When you enrol, a weekly lesson time is reserved exclusively for you for the entirety of the term. As this time cannot usually be filled at short notice, lesson fees remain payable whether or not a student attends. The following exceptions are in place.

Student Cancellations

Lessons cancelled with at least 24 hours' notice may be credited and taken out of the next payment block. This is limited to **one** lesson per student, per term.

Lessons cancelled with less than 24 hours' notice will be charged in full.

If you have already used your term cancellation or need to cancel with less than 24 hours' notice, you are encouraged to request a video lesson instead. Using the lesson time our tutor will prepare a personalised video lesson (approximately 5–10 minutes) covering the material, exercises, and practice goals for that week. The video will be sent at the end of the day.

Tutor Cancellations

If your tutor is unable to teach a scheduled lesson and a suitable relief tutor is not available the lesson fee will be credited and transferred to your next unpaid class.

Tutor cancellations do not count towards your term cancellation allowance.