

GROUP LESSON POLICY

When you enrol, a weekly lesson time is reserved exclusively for you for the entirety of the school 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 more than 24 hours' notice are eligible for a lesson credit, limited to two lessons per term. Credits will be deducted from your next payment block.

Lessons cancelled with less than 24 hours' notice will be charged in full and are not eligible for a lesson credit.

Tutor Cancellations

If your tutor is unavailable and we are unable to arrange a qualified relief teacher, the lesson will be credited and deducted from your next payment block.

Tutor cancellations do not count towards your term cancellation allowance.