

Terms & Conditions

General

Cancellation of lessons by the teacher

Should a lesson or lessons **be cancelled by the teacher due to unforeseen circumstances**, notification will be made at the earliest possible opportunity. The teacher will endeavor to reschedule at the convenience of both the teacher and the student.

Invoicing

Invoices are issued **at least 10 days** before the beginning of the course or block of lessons.

All invoices provide details of the purchased tuition and bank account details.

Private tuition

Payment

Lessons must be paid for at the time of booking in blocks of 10 lessons. Payments must be made by bank transfer.

Rescheduling

Once booking/payment for private tuition has been made but prior to commencing, **lessons can be transferred to a nominee if a minimum of 48 hours' notice is given.**

Once a lesson block has commenced **lessons can be rescheduled without charge if a minimum of 24 hours' notice is given. Student must complete their block within 15 weeks.**

A full fee will apply to any lessons unattended this is irrespective of circumstance.

A full fee will apply to any lessons cancelled within the 24-hour notice period; this is irrespective of circumstance.

Refunds

Strictly no refunds are given other than those applicable only to new students in our Peace of Mind policy

Please check your commitments before enrolling.

Group tuition



Payment

Lessons must be paid for at the time of booking by bank transfer.



Rescheduling

Depending on the circumstances and subject to availability, lessons can be transferred to a nominee if one full week's notice is given.

Once a term has commenced no cancellation or rescheduling of group lessons are allowed.



Refunds

Strictly no refunds are given other than those applicable only to new students in our Peace of Mind policy.

Before booking, please ensure you are available to attend the course on the scheduled dates. We are unable to offer refunds, either in full or in part, or transfer fees to another booking or date. This policy applies to all our courses, except if we fail to deliver the course as advertised, in which case a full refund will be provided.

Peace Of Mind Policy

We have a full enrolment payment method, meaning that you pay for a full programme, which includes multiple lessons. Our peace of mind policy guarantees that **if you are not completely satisfied with your first lesson**, you will get a full refund for all remaining lessons minus the cost of that first lesson.

Please do not hesitate to contact us should you have any further questions regarding this policy.