



Cancellation Policy

Day/Afternoon/Evening lessons

If you decide to cancel a scheduled lesson, you must notify your music tutor at the latest by **8am on the day the lesson is scheduled to occur**. Please contact your tutor directly via SMS text message so they can be notified as soon as possible.

If you do not provide notice to your tutor by 8am on the day the lesson is scheduled for, your tutor is entitled to charge a **50% cancellation fee**. E.g., if you normally have 45-min lessons for \$60, the cancellation fee will be \$30.

Morning lessons

For morning lessons (e.g., 8am), you must notify your music tutor at the latest by **9:30pm the night before**. If you provide late notice, your tutor is entitled to charge a **50% cancellation fee**.

For all lessons at any time of day, if you cancel **within 1 hour of the scheduled lesson**, the tutor is entitled to charge a **full cancellation fee (100% of the lesson fee)**.

We understand that sometimes our clients may have to cancel a lesson due to unforeseen circumstances. For example, in the event of illness or emergency. However, we must take into account the time that the tutor has taken to prepare for the lesson and the need to adjust their schedule accordingly.

If you have cancelled and it is due to medical or family emergency, please communicate this with both admin staff and directly with your tutor. Depending on the severity of the situation, the fee may be waived.