



## Cancellation Policy

If you decide to cancel a scheduled lesson, you must notify your music tutor by **8am on the day the lesson is supposed to occur**. Please contact your tutor directly via SMS text message.

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 do not provide notice to your tutor by at least 8am on the day the lesson is scheduled for, your tutor is entitled to charge the cancellation fee. This fee is 50% of the lesson fee (e.g., if you normally have 45-min lessons for \$60, the cancellation fee will be \$30).

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.