

Our Updated Cancellation Policy (weekday lessons between 3:45pm - 7:45pm)

Our one-hour cancellation policy was put into place to ensure customers like you don't miss out when your child is unwell or you have to attend an important appointment. However, in order to keep prices at their current rate, we have updated this policy to ensure attendance is as regular as possible and the business remains viable. Below are two lists of reasons for cancellations:

List 1 - customers do not need to attend an alternative session unless two or more consecutive lessons are missed

- Any injury or illness
- Important medical appointment
- Academic school appointment: parents' evening, general school appointment, school play, school trip/holiday, or similar
- Family funeral or similar - please ask for more information

List 2 - customers do need to attend an alternative session in the current school term or following holiday so as not to incur a charge

- Family holiday in term-time,
- After-school leisure activity, e.g. a sports club or craft club
- Non-academic school appointment: school disco, school fete, or similar
- Transport difficulties or work-related reasons (e.g. parent called in to work) - please ask for more information

If you cancel for any of the reasons on **List 2**, or miss two consecutive lessons or more, we will ask you make up an extra session either during the current school half term or in the following school holiday; we reserve the right to charge for any sessions that are not made-up in this way. We always expect honesty with regard to lesson cancellations and expect all customers to understand the reasons for these lists. Our main terms and conditions (point 1, section b) will be followed if you do frequently cancel your sessions: *'If lessons are frequently missed, for reasons other than illness, tuition will be ceased.'*

From June 17th 2019, ALL lesson cancellations must be given in writing (via text message) to Helena Walker (07490 152571) with the reason for the cancellation. Any customer who fails to give a reason for cancelling their lesson will incur a charge.

If you have any questions, please text Helena Walker on 07490 152571