



Piano Lessons For You – Terms and Conditions for online piano tuition from September 2021

By booking time slots with us you indicate that you agree to the following conditions below. Piano Lessons For You also adheres to the same terms and conditions below where applicable. From time to time we may offer a different time slot on the day of your lesson due to cancellations – this is entirely optional and you may always attend at your pre-booked time.

Terms

Time slot – Your agreed date and time for your piano lesson to take place.

Reasonable notice – Please see each condition where this term is used for details.

Conditions

Section 1 - Booking

1a – All time slots must be paid for within a reasonable time before or after your lesson

1b – Recurring timeslots cannot be guaranteed if payments are not made within a reasonable time

1c – Time slots can be paid for in groups of your choosing or individually if preferred. If you miss a payment you will be expected to make a payment at another time before your next lesson. If this is not done your lesson slot will be offered to other pupils. Feel free to contact us at any time for an update on your account.

Section 2 – Cancellations and Alterations

2a – Pre-paid time slots may be cancelled only in specific circumstances without charge:

- Illness on the day – please give a reasonable amount of notice so that other pupils may use your time slot. In the case of adults a minimum of four hours notice is required. For children who are suddenly ill or ill at school please let us know as soon as possible
- Technology failure – please check your equipment in advance to avoid missing your lesson
- Unable to attend next lesson for other reasons – if you are unable to attend your next lesson for another reason please give at least one weeks notice so that your time slot may be reassigned. Please note that we are usually unable to facilitate any more than one cancellation per month without charge (excepting normal annual holidays – see below)

Frequently missing lessons – If you are frequently missing lessons you will not be learning efficiently and will be advised to consider whether lessons are appropriate. As we would rather teach you than charge you for missing lessons we reserve the right, in this situation, to cancel your lessons (with a refund for any outstanding lessons).

2b – We are unable to rearrange your time slot for the following reasons:

- Forgotten bookings
- Technology failure at the time of the lesson (I will do my best to accommodate any minor issues within the timeframe)
- Non-attendance without suitable prior notice as outlined above
- Prolonged absence (please inform us of any attendance concerns to avoid losing reserved time slots)

2c – Holidays:

- If you are going on holiday then please give a reasonable amount of notice (at least one week) to arrange to post-pone your time slots so that they can be temporarily reassigned
- If you are away frequently or for long periods we will not be able to reserve a permanent time slot for you

Section 3 – Behaviour and your responsibilities

3a – Children must be of suitable maturity to get the most from their lessons and adult supervision is welcomed where appropriate