

# Cancellations Policy

## How my Cancellations Policy Works:

At the end of each lesson we will confirm when the next lesson will take place, and it will then be booked in. At any point in time thereafter, if a lesson is cancelled, there will be a cancellation fee of £5 added to the cost of the next lesson we have. However, if the lesson is cancelled within 48 hours prior to the booked lesson time, then payment for the full cost of the lesson will be required (lessons cancelled within 48 hours will not have the £5 cancellation fee applied).

## Why do you need a cancellation policy?

The main reason for using this cancellation policy is to help promote keeping to a regular schedule with our lessons. Keeping to a schedule not only makes things easier with knowing when you do/don't have a lesson, but also ensures you're getting the most out of our lessons, as having too much time between lessons will often mean having to unnecessarily recap topics.

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## Full Details:

- After each lesson I will ask you to confirm when we will be having our next lesson. If you are unsure then this is not a problem, but if you are certain and we make a date for the lesson (eg. 'the same time next week') then this lesson will be classed as 'booked'.
- If a booked lesson is cancelled any time after the booking of the lesson, then a £5 cancellation fee will be applied.
- If a booked lesson is cancelled within 48 hours of that lesson's start time **OR** I arrive to start the lesson but you are not home/unavailable for the lesson, then the full price for the lesson will be charged (in this instance the £5 cancellation fee will not be charged).
- Payment of any cancellation charges will be taken at the same time as you pay for your next lesson.
- Cancellations due to illness are unfortunately not excusable and the relevant cancellation fee will still be charged.

## Example Situations

### Situation 1:

If you have weekly lessons and confirmed on Monday 1st that you will be having a lesson on Monday 8th, but on Saturday 6th you cancel the lesson (cancelling a booked lesson less than 48 hours in advance), then you will be charged the full lesson price when we next see each other for a lesson.

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### Situation 2:

If you have fortnightly lessons and confirmed on Monday 1st that you are having a lesson on Monday 15th but on Friday 5th you cancel the lesson (cancelling a booked lesson more than 48 hours in advance), then a £5 cancellation charge will be taken when we next see each other for a lesson.

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### Situation 3:

If you have weekly lessons and confirmed on Monday 1st that you are having a lesson on Monday 8th, but on Tuesday 2nd you cancel the lesson (cancelling a booked lesson more than 48 hours in advance), then a £5 cancellation charge will be taken when we next see each other for a lesson.

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### Situation 4:

If you have weekly lessons and confirmed on Monday 1st that you are having a lesson on Monday 8th, but on Monday 8th I arrive to start the lesson but no one is home (no-show cancellation), then you will be charged the full lesson price when we next see each other for a lesson.