



CANCELLATION POLICY

When students do not turn up to scheduled lessons, music teachers go without pay for that lesson time unless they can fill the lesson with another student or if there is a policy in place to help protect their income, which is why Bianca Fenn School of Music have the following policy.

All lessons are booked a term at a time. Bianca Fenn School of Music does understand that sometimes things come up - which can make it difficult to attend your lesson. If you inform Bianca Fenn School of Music you are unable to attend your lesson with 24 hours notice, Bianca will be able to try to fill in your lesson time with another student and re-schedule your lesson to a time that suits you or provide a credit for the following term.

If you do not turn up for a lesson or have not given sufficient notice, your lesson fee will not be refunded and your lesson will not be re-scheduled. If you are paying lesson by lesson, you will need to pay Bianca Fenn School of Music for the missed lesson.

If you are uncommitted for the term, with regular attendance issues - Bianca Fenn School of Music holds the right to offer your lesson time to another student. If this is the case, Bianca/& or your teacher will remind you of this prior to making any changes to your enrollment.

Under special circumstances, money will be credited and your lessons can be re-scheduled but it is important to speak to Bianca or your teachers if this applies to you. No refunds will be made for lessons.

There are no refunds if lessons are cancelled mid term (and have been paid in advance). Lessons can be credited and used for other instruments or students.

By signing below you confirm that you accept this document as a contract of enrollment and you agree to comply with the cancellation policy. You acknowledge you understand this policy.

Signed: _____

Name: _____

Date: _____