

# Missed Lesson Policy and Rates

We understand life can be busy! To make sure lessons run smoothly and fairly for everyone, please take a moment to read our policy on missed or cancelled lessons.

## 1. Booking & Payment

- Lessons are booked by the half term and paid for in advance at the start of each half term.
- Once booked, you are committing to the same lesson time each week.

## 2. Cancelling Lessons

- If you decide to stop lessons, please give at least one month's notice.
- If you cancel or miss a lesson, the fee for that lesson is still due.

## 3. Rearranging Lessons

- If you let me know at least 48 hours before, you can rearrange up to one lesson each term (if I have space).
- These lessons must be taken in the same half term and cannot be carried over.
- If you miss a rearranged lesson, it can't be moved again.

## 4. Arriving on Time

- If you're late, the lesson will still finish at the normal time.
- If you don't attend without telling me, the lesson will be lost.

## 5. If I Have to Cancel

- If I ever need to cancel, I'll offer you another time.
- If we can't find a time that works, I'll refund that lesson.

## 6. Catch-up Lessons

- Sometimes I can offer catch-up lessons as a goodwill gesture, but this depends on availability.
- Once booked, a catch-up lesson cannot be rearranged.

Thank you for your understanding – this helps me keep lessons fair and consistent for everyone.

## Rates

- 30 minutes lesson – £28
- 45 minutes lesson – £39
- 60 minutes lesson – £51