



**GREENHOUSE**  
MUSIC GROUP

## **Cancellation Policy**

The Guardian is responsible for ensuring that the Student is available for the arranged lesson as confirmed by email between the Teacher and Guardian.

Delays or interruptions (for which either the Guardian or Student is responsible) encroaching into this time will be considered as time provided.

To allow time for payment, Guardians will be sent an invoice via email one week before the payment date.

Payment will be due at the start of each month. The invoice must be paid before the start of the first lesson for it to take place.

If the student has to cancel without giving 24h notice, that lesson will be lost. If we are given 48h notice, then we shall try to arrange an alternative session however this cannot be guaranteed.

If no notice to discontinue lessons has been served as above and the Student fails to attend an arranged lesson according to the Schedule provided by the Teacher (or as subsequently confirmed by email between the Teacher and Guardian), fees for that lesson remain payable and no refund of any fees paid in advance will be given.

Should a lesson be missed by the Teacher for whatever reason, the Teacher will either provide a replacement lesson at an agreed time or issue a credit note.



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Extra lessons may be scheduled at any other time by mutual agreement and at a cost agreed between the Guardian and Teacher.

The Guardian and Student undertake not to make unlawful photocopies of music.

Examination entries, festivals, competitions or similar activities or events, will only be entered if the Guardian (in consultation with the Student) and Teacher agree. Any entry fees will be paid for by the Guardian. (See note 1 below)

The Guardian is responsible for informing the Teacher of any medical, health, or other such condition(s) which may affect the learning experience and interaction.

The Guardian and Teacher agree to comply with all applicable laws, statutes, regulations including in relation to confidentiality, privacy, and GDPR.

Neither party shall be liable to the other party for any breach by the other of any of the terms and conditions herein occasioned by pandemic, any act of God, war, revolution, riot, civil disturbance, strike, lock-out, flood, fire or other cause not reasonably within the control of such party.

Lessons are taught throughout the school year. We can offer lessons during the school holidays however this is on an individual tutor basis, depending on their and the students availability.



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