

## Piano lessons: terms and conditions

By completing the [form](#) on my website, the student (or parent/guardian for students under 18) agrees to the terms and conditions set out below for all single lessons or lesson blocks agreed between us.

### Cancellation policy: single lessons

Lessons may be cancelled by the student with 24 hours' notice. If I have to cancel a lesson I will give as much notice as possible. In either case I will aim to agree a mutually convenient alternative slot with the student.

For cancellations with less than 24 hours' notice or failure to attend a booked lesson, I reserve the right to charge in full.

### Cancellation policy: lesson blocks

A lesson block (eg a discounted package of 5 lessons) can be cancelled by giving written notice within 14 days of being agreed (the 'cooling-off period'). In this case any fees for lessons not yet given in that package will be reimbursed. No block discount will apply.

After the cooling-off period, the 'single lesson' cancellation policy above will apply for each remaining lesson in the block.

## Payment

Payment is due as follows:

- For single in-person lessons: 24 hours before the lesson for bank transfers or online payments, or at the lesson for cash or cheque
- For single online lessons: 24 hours before the lesson
- For in-person lesson blocks: 24 hours before the first lesson for bank transfers or online payments, or at the first lesson for cash or cheque.
- For online lesson blocks: 24 hours before the first lesson

If payment is not received as set out above, I reserve the right to cancel the lesson.

## Fees

Current [fees](#) are shown on my website. My fees are subject to periodic review. Fee increases will not apply to lesson blocks already agreed.

## Online lessons

I will not be liable for any IT issues (eg inadequate broadband or poor sound quality) due to equipment used by the student and will not be required to make up any lost time caused by such issues.

If lessons are affected by any IT issues at my end I will make up the lost time without further charge.

If the student or parent/guardian requests I may record online lessons and make the recordings available to the student. Any such recordings must not be shared with third parties or uploaded to social media.

The online teaching platform (eg Zoom) must not be used for purposes other than teaching, eg sharing photos or general messaging. I will use settings to limit my profile within the platform as needed and the student should do the same.

For students under 18 all communications around lesson administration (eg payment, cancelled lessons) will be with the parent/guardian, preferably via email or online portal.

I will comply with all applicable laws on confidentiality, privacy, GDPR and the protection of personal data.

Any materials I supply electronically remain my intellectual property.

Any defamatory, offensive or illegal material aired online by the student will result in the immediate termination of the lesson. In this case I reserve the right to withdraw from the lesson agreement with immediate effect. Fees paid will not be refunded.

## Other matters

The lesson agreement does not cover other expenses such as purchase of sheet music, IT equipment, software or accessories; exam or festival entry. Any agreements on these matters will be made separately.

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