

## Cancellation & Rescheduling Policy

### Single Lessons

When rescheduling a Lesson:

- You must provide 48 hours' notice ahead of the scheduled Lesson start time. The ability to reschedule a lesson is subject to availability.
- If you provide less than 48 hours' notice ahead of the scheduled Lesson start time; the Lesson is forfeited. A 100% cancellation fee is applicable.

When cancelling a Lesson:

- You must provide 48 hours' notice ahead of the scheduled Lesson start time. There is a \$10 fee to process a refund.
- If you provide less than 48 hours' notice ahead of the scheduled Lesson start time; a 100% cancellation fee is applicable.

### Lesson Packages

- Lesson Packages are non-refundable and non-transferable and must be used within 12 months of the purchase date.
- Single Lesson bookings made under Lesson Packages are forfeited if notice to reschedule is provided less than 48 hours of the scheduled Lesson start time.

### P1 Assessments

When rescheduling an Assessment:

- You must provide 48 hours' notice ahead of the scheduled Assessment start time. The ability to reschedule an Assessment is subject to availability.
- You can reschedule an Assessment once at no fee; however subsequent changes will incur a \$10 fee each time.
- If you provide less than 48 hours' notice ahead of the scheduled Assessment start time; the Assessment is forfeited. A 100% cancellation fee is applicable.

When cancelling an Assessment:

- You must provide 48 hours' notice ahead of the scheduled Assessment start time. There is a \$10 fee to process a refund.
- If you provide less than 48 hours' notice ahead of the scheduled Assessment start time; a 100% cancellation fee is applicable.
- A 100% cancellation fee is applicable if you have made multiple Assessment bookings and no longer require the subsequent Assessment booking.