Terms & Conditions

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vocal coach

Booking & Admin:

For admin (and GDPR purposes), all bookings & payments must be made by the client, a parent/carer or legal guardian (not including Gift Vouchers). This is also as T&C's have to be agreed to by the client/parent/carer/legal guardian upon booking.

ZOOM Meetings:

These are private one to one appointments and only 1 zoom user can join per appointment. However, parents, registered carers or guardians can be in the room with the client with consent & permission if both parties agree. I recommend all under 18's to have a parent/carer/guardian with them during their lesson and/or have their lesson recorded (which I will initiate at the start of meeting - only with permission from parent/carer/guardian) for safeguarding purposes but also to help with practice later.

Notice to Cancel or Reschedule Lessons:

Please note - you can only reschedule your lesson. To reschedule a lesson, please provide at least 48 hours' notice via email. If less notice is given, rescheduling is not possible. Any lessons that are cancelled within 48 hours of the lesson start date and time or unattended lessons will be charged at the full lesson rate without exception.

Refunds:

Once a lesson is paid for, no refunds will be provided. Please make sure to carefully review your payment and schedule before booking a lesson, as rescheduling is the only option (if adequate notice is given) and is subject to the teacher's availability. This helps ensure that you make the most of your investment in your singing education. If for any reason you hold a coupon code, this is your responsibility to apply this in advance of making payment, no refunds will be provided.

Tardiness:

Please note - lessons will start at the time agreed. If you arrive late, your lesson will still end at the scheduled time. If you haven't attended within 50% of your lesson time and no contact has been made, the lesson will end and be forfeited.

Teacher's Right to Cancel or Reschedule:

The teacher reserves the right to cancel or reschedule lessons at their discretion. If the teacher cancels a lesson, they will give as much notice as possible and an alternative time will be offered.

Lesson Expiry:

All individual lessons will expire if not used within 6 months from purchase date. All lesson packages will expire if not used within 12 months from purchase date. Prepaid lessons are only used by the intended client and are not transferable (not including Gift Vouchers).

Lesson Recordings:

Recordings from lessons will only be used by the client for practice purposes. Recordings will only be taken with client's consent and permission (these are are strictly confidential). We do not store recordings of lessons. Recordings will be available to download from the ZOOM link emailed to you for up to 7 days after the lesson and then deleted. You can request for them to be deleted earlier than this. If recordings are made, they must not be shared with any other persons, third parties or uploaded to social media. Recordings will be sent to you on the same day as your lesson.

Pencilling a Regular Lesson Slot / Payments:

You are able to pencil in a regular lesson slot (a lesson at the same time and on the same day either weekly or fortnightly). To do this please reach out and let me know all possible availability and I can check through my diary for you to hopefully find a day/time that suits us both.

Payments for regular pencilled in slots: Please note: The pencilled in date/time is not a confirmed booking until it is paid for. Payments have to be made at least 3 days in advance of the lesson to secure booking. Lessons unpaid for, without any contact, will be cancelled (this is to make sure I still have time to fill this slot if you are unable to attend). Once payment has been made, I will then schedule the lesson for you at the agreed time. T&C's still apply as normal.

FREE Consultations:

Please note - only 1 × 15 minute consultation can be booked per new client. As this consultation is FREE, you can only reschedule or cancel this appointment ONCE and with at least 24 hours' notice. Unattended consultations can not be rescheduled or re-booked.

Gift Vouchers: *

Gift voucher is only valid for one use. Gift Voucher is not redeemable or refundable for cash equivalent. Gift Voucher can not be used with any other offers (eg. Recommend a Friend). Lesson Expiry dates apply. Please note - when purchasing a Gift Voucher, we may only have a limited amount of available lesson slots.

Recommend a Friend Offer: *

Offer is only valid for the first lesson after the recommendation. Valid for individual lessons only (not including lesson packages). Lesson credit only, no cash equivalent.

Questions or Concerns: If you have any questions or concerns about this policy, please don't hesitate to contact us immediately.

****Offers are for a limited time and can end without notice.***

These rules may not be applied in exceptional circumstances.