

## LATE CLIENT, RESCHEDULING AND NO-SHOW POLICY

### **Lessons are paid upfront in blocks of five or ten.**

Except for your very first lesson, a lesson that is not paid upfront is not booked.

Cancellations are not an option. Appointments may be rescheduled.

Under no circumstances lessons can be simply skipped.

If you fail to pay/book a lesson in advance, you will need to call to confirm you will be attending that lesson, although chances are that your spot will be taken.

No lesson will be given to students with a negative balance.

### **Holidays**

If you know in advance that you will be absent please notify as soon as possible.

### **In the event of being late**

The student is expected to call or SMS the teacher within the first 15 minutes. The missed portion of the lesson will be forfeited and the full price will be charged.

### **Absence and rescheduling**

If you are unable to attend a class you can make up a class, only within the enrolled period, provided you gave 24 hour notice.

All other scenarios are considered missed appointments.

### **Missed Appointment (no-show or less than 24 hour notice)**

If you miss a class, or fail to give 24 hour notice to reschedule a class, fees for that lesson are forfeited and no refund, credit or rearranged lesson will be given.

### **Physical Injuries**

Unless the student is in pain or unable to get to the studio, an injured person can still attend drum lessons. We'll work on the limbs that are not injured, or talk about music theory and drumming in general.

### **The Teacher**

The teacher may have to reschedule lessons due to illness, holidays or gigs.

If the teacher is late, you will be compensated with extra time the same day, or during a future lesson, otherwise you will be refunded.

If the teacher misses a lesson the student will be eligible for a free lesson or a refund.

The NSW school term calendar has no impact on the drum studio calendar.

This policy may be outdated.

Please check the updated Cancellation Policy at [DrumLessonsSydney.com.au/CancellationPolicy.pdf](http://DrumLessonsSydney.com.au/CancellationPolicy.pdf).

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