

Lesson T&C's

Only one to one Lessons may be rescheduled without charge; subject to a minimum notice period of 24 hours prior to the scheduled lesson start time.

One-to-one lessons:

- Lesson Cancellation less than 24 hours - 100% of the lesson duration will be charged
- Lesson Rescheduling less than 24 hours - 100% lesson duration will be charged (Available dates and times for rescheduled lesson should be provided at time of reschedule request.)
- Lesson Missed/No show – There is an allowance for only one missed lesson. After this 100% of the lesson duration will be charged. The missed lesson, single credit can be carried forward and used at the end of the package.

Group Lessons cannot be cancelled or rescheduled.

There is an allowance for only one missed lesson, after this 100% of the lesson duration will be charged. The missed lesson, single credit can be carried forward and used at the end of the package

Note: The above penalties are charged to compensate the tutor.

Credit balances are transferable to siblings only and applicable for only the 10-hour Premium package.

Our Lesson pricing is based on the Tutor tier.

Rates may be changed and revised as per management decision.

Lesson recordings(own) are available to students for ongoing packages.

REFUND POLICY

Please be aware that we have a strict **No Refund Policy**. Refund requests, including, but not limited to, those made by Students who cannot attend or use services, regardless of the student's reason(s), and regardless of whether the student provides us with advance notice, will not be honoured. Should a student choose to cancel a prepaid Bundle after attending their first session, the client will lose the remaining money paid. Exceptions may be made only in cases in which a student cannot attend due to serious illness or the death of an immediate member of the student's family. In these cases, official documentation may be required.