

Direct Debit Lesson Plan – Terms & Conditions

These terms apply only to students enrolled in the Direct Debit Lesson Plan, which includes a **15% discounted lesson rate**.

1. Weekly lesson reservation

The Direct Debit Lesson Plan is an ongoing weekly booking that secures a regular lesson time in the timetable. Because this time is reserved each week, **individual lessons are not treated as one-off bookings and cannot be cancelled separately**. Instead missed lessons can be rescheduled or stored as lesson credits.

2. Missed lessons and lesson credits

If a student is unable to attend a lesson, **notice is appreciated by the evening before** wherever possible. The latest notice for a lesson to be eligible for rescheduling or lesson credit is **8am on the day of the lesson**.

This notice period helps give the studio a reasonable opportunity to offer the lesson time to another student needing a make-up lesson.

If notice is given by the cutoff, the missed lesson may be:

- rescheduled, subject to availability, or
- kept as a lesson credit for later use

Lesson credits:

- may be used for make-up lessons **in addition to** the student's normal weekly lesson
- **cannot replace a regular scheduled lesson**
- are subject to availability

Lessons missed after the 8am cutoff are normally forfeited, although additional flexibility may occasionally be offered at the teacher's discretion.

If your teacher is unable to offer your usual weekly lesson, you may choose to either **cancel that lesson, with payments adjusted accordingly**, or reschedule it to another available time.

3. Planned breaks

Planned breaks for holidays or extended absences must be at least **2 consecutive weeks** and may total up to **8 weeks per calendar year**. At least **2 weeks notice** is required.

During a planned break, payments will be paused and the student's **regular weekly lesson time will continue to be held**.

If you expect to be away for longer than 8 weeks, please discuss this in advance. In many cases, the first 8 weeks can be treated as a planned break, and any additional missed lessons

after that may be handled under the normal missed lesson policy and kept as lesson credits, subject to availability.

If the plan is **cancelled instead of paused** for a planned break, the student's **regular weekly lesson time will no longer be held**.

4. Cancelling the plan

At least **2 weeks notice** is required to cancel the Direct Debit Lesson Plan.

The discounted rate applies only while the plan remains active. If the plan is cancelled, lessons revert to pay as you go or package lesson terms and pricing.

5. Lesson credits after cancellation

Lesson credits must be used while the Direct Debit Lesson Plan remains active.

If the plan is cancelled or ends for any reason, **any unused lesson credits will expire immediately**.

Lesson credits are not refundable, transferable, or exchangeable for cash.

6. General

A calendar year runs from **1 January to 31 December**.

These terms may be updated from time to time with reasonable notice.