



TERMS & CONDITIONS

We've just brought in some new T&C's to make sure the Studio is running as smoothly as possible.

1. Booking: Once a lesson is booked, advance payment must be received within 4 days in order to secure that slot.
2. Payment: Payment can be made in person by cash, cheque (cheques made payable to Anna Leigh Middleton), by BACS (sort code: 77-20-34, Account: 07469868), or online via Paypal. Any Paypal fees are to be covered by the student.
3. Cancellation/Rescheduling: To cancel or reschedule a lesson, the student must email annamiddleton@hotmail.co.uk or telephone (leaving a voicemail if necessary) on 07783418280. Please do not contact us to cancel or rearrange a lesson via text message or forms of social media. Adequate notice of at least 48 hours must be given otherwise the lesson will be forfeit.
4. Adequate notice for cancellations: This must be received at least 48 hours before the lesson was due to take place.
5. Teacher cancellation: Lessons cancelled/rescheduled by the teacher will be re-arranged at a time mutual to both parties. We will endeavour to give as much notice as possible in the event this occurs.
6. Timing: Teaching ends 5-7 minutes before the end of the lesson to allow for the conclusion of the lesson and to burn the recording of the lesson onto CD.
7. Attendance: Please try not to arrive earlier than 5 minutes before your scheduled lesson to avoid disruption of the previous lesson.
8. Lateness/Failure to attend: If you arrive late, your lesson will still end at the scheduled time. Such loss of time will not be made up at another time. If you miss your lesson slot entirely it will not be rescheduled or refunded.
9. Lesson Expiry: Individual lessons (including gift vouchers) will expire if not used within 3 months of receipt of payment for that lesson. Block booking lessons will expire if not used within 6 months of receipt of payment for that package.
10. Refunds: Anna Leigh vocal studios will not offer a refund on any lessons, including those cancelled or missed.
11. Discretion: Discretion is held to waive any or all of the above stipulations in exceptional circumstances.