

CANCELLATION POLICY

Taunton Piano Lessons

Last updated: January 2026

This Cancellation Policy applies to all lessons and forms part of our Terms & Conditions.

1. Student Cancellations

- One lesson per month may be rescheduled with **at least 24 hours' notice**
 - Rescheduled lessons must take place within the current block or by agreement
 - Lessons cancelled with less than 24 hours' notice are **non-refundable**
 - Missed lessons without notice are treated as no-shows and are non-refundable
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2. Illness & Emergencies

- Genuine emergencies will be treated with understanding
 - Flexibility may be offered at our discretion
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3. Tutor Cancellations

- If a tutor cancels a lesson, it will be rescheduled or credited
 - Tutors aim to give at least 24 hours' notice wherever possible
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4. Holidays

- Student holidays do not entitle refunds
 - Tutor holidays are accounted for within yearly lesson planning
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5. Repeated Cancellations

Repeated cancellations or non-attendance may result in loss of the reserved lesson slot.