

Nicola Lucas Music Studio Policies

Tuition, payment, and missed lessons

1. Group lessons are sold in half termly blocks or blocks of 5. Half termly blocks vary depending on the length of the school term, but will generally be half the length of the current school term with a 1 week break in the middle.
2. Payment for all blocks must be paid in advance by cash, cheque, or bank transfer.
3. Classes missed by the student are forfeited.
4. If the teacher must miss a class, either a substitute will be found or a gift voucher for the missed class will be given to be used on the next block. If students choose not to continue at the end of the block and have a gift voucher, the value will be refunded to them.

Forced Cancellations

A gift voucher for the missed classes will be given to be used on the next block in the following situations:

1. Severe weather such as heavy rain or snow.
2. Transport strikes where students or the teacher cannot make it to the venue.
3. Restrictions on class attendance due to infectious disease control measures

General Rules

1. Parents/carers must be present to drop off and pick up their children.
2. Please ensure that your child has been to the toilet before the class or can go to the toilet by themselves.
3. If parents/carers want to leave during the class, please be available by phone in case of emergency.
4. Whilst children will be children, some of the equipment used is expensive, and parents will be charged if students are responsible for breaking equipment due to misbehaviour.