

Sonata Piano School

CANCELLATION & RESCHEDULING POLICY

The lessons must be paid termly in advance.

A student can be offered one rescheduled lesson per school term.

Please note that a rescheduled lesson will be offered according to the availability of a teacher. If arranged rescheduled lesson is cancelled or failed to attend by student another time slot will not be given.

If cancellation is made by a student due to school activities such as trip, sport games, dance show, rehearsals etc. and is given **at least 2 days in advance**, a rescheduled lesson will be offered. In case of **less than 2 days notice**, a lesson will NOT be offered.

If **a student** has been ill for a few days and cancelled a lesson **at least 2 days in advance**, a rescheduled lesson will be offered. In case of **less than 2 days notice**, a rescheduled lesson will NOT be offered.

If cancellation is made **by a student** on the day of the lesson or at late night before the day of the lesson due to sudden illness or unforeseen circumstances (including weather/road conditions), a rescheduled lesson will be offered. In this circumstance, once the student gets home, it is much preferred to have a lesson via the internet as close to your usual lesson time as possible. The lessons via What's App video call have been a success in the past few years.

If cancellation is made **by a teacher** due to any reasons, a rescheduled lesson will be offered.

If a student decides to withdraw from lessons, two weeks' notice must be given.