



Terms & Conditions – Singing Lessons with Coachly

These Terms & Conditions apply to all singing lessons, packages, and vouchers purchased through Coachly. This website is owned and operated by **Frances P. Lenihan** (“we”, “us”, or “our”). By booking or purchasing any services, you agree to the following terms.

Payments & Bookings

Payment for single lessons and lesson packages must be made **in full and in advance** at the time of booking. Bookings are confirmed only once payment has been received.

Cancellations & Missed Appointments

We operate a **24-hour cancellation policy**.

- Cancellations made less than 24 hours before the scheduled lesson time
- Missed appointments or no-shows

will be charged at the **full lesson rate**, and the lesson will be forfeited.

Rescheduling

To reschedule a lesson, you must notify us **by email** with at least 24 hours' notice. Rescheduling is subject to availability.

Online Lessons

By booking online lessons, you acknowledge that technical or internet-related issues may occasionally occur. If connectivity problems arise, the lesson may take longer to complete where possible.

Clients are responsible for their own internet access and any associated costs.

Minors

The minimum age to attend singing lessons with Coachly is **16 years old**. We do not offer lessons to students under the age of 16.

Lesson Recordings

If you wish for your lesson to be recorded, you must inform the coach **at the beginning of the session**. Recordings will be emailed to you by the end of the same day.

Vouchers (Including Groupon and Other Gift Vouchers)

- All vouchers purchased are **valid for two (2) years from the date of purchase**, unless otherwise stated by law.
- Vouchers must be redeemed and all lessons booked and completed within this validity period.
- **Expired vouchers are non-refundable**, including vouchers that expired two years after purchase.
- Groupon vouchers must be redeemed within **90 days of purchase**, and all lessons must be scheduled within the allocated time frame stated on the voucher.
- There are **no additional costs** once a voucher has been purchased.

Certificate of Attendance

Upon completion of a singing program, students will receive a **Certificate of Achievement**.

Teaching Method

By attending lessons with Coachly, you acknowledge and agree that all lessons are taught exclusively using the Natural Singing method. Alternative vocal methods, techniques, exercises sourced from YouTube videos, social media platforms, online content, or other teachers will not be used or incorporated into lessons.

Live Lesson Recordings

If you wish to record a lesson using your phone or any personal device, you **MUST** inform your teacher at the beginning of the lesson before any recording takes place.

Refunds for Lesson Packages

Refund requests for lesson packages and courses must be made after the first lesson included in the package. Refund requests made after this period will not be accepted.

Vocal Coach and owner Frances P.Lenihan