



## 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**.