



## Refund Policy

**No refunds will be issued once classes have commenced.**

Refunds will only be considered for significant injuries, illness or a severe family situation that prevents the student from attending class.

Booking deposits are also non-refundable for change of mind but can be held as credit for alternative activities.

### School Holiday Refund and Cancellation Policy

Due to a requirement to book staff in advance to match the number of students who have registered, we are unable to offer refunds for cancellations or illness. We understand there are exceptional circumstances and a request for a credit can be reviewed where notice is given in advance.

A request to transfer holiday workshop dates can be made at least 7 days in advance. If requesting a date change with less than 7 days notice, you will be charged a \$10 booking fee per family.

### Private Lesson Cancellation Policy

- Appointments can be cancelled or rescheduled without penalty up to 48 hours before the scheduled time.
- Cancellations made with more than 24 hours' notice will receive a full refund.