

Updated 6/6/2019

Payment Policy

Guitar Academy requires payment of lessons, services or goods to be completed at the time of purchase or in advance of the service taking place.

Guitar Academy does offer multiple and convenient ways to pay, including online payment.

Online payment via BACs and Paypal must now be made in advance of the lesson taking place.

Payment Policy - Cancellations

Cancellations made without providing sufficient notice in accordance with our cancellation policy will still be charged. Full details of cancellation policy provided at the time of booking and at <https://guitaracademyuk.com/policies/>

Fees for cancellations are requested to be rectified within 72 hours. If no communication has been made and the amount outstanding is unresolved after 72 hours. All future lessons will be cancelled until resolved.

Direct Debit Payments

These payments are authorised at the time of booking and will continue as usual. Any unsuccessful direct debit payments that are not rectified within 2 working days will result in all future lessons being cancelled until resolved.

Unresolved debts

Unresolved debts without communication from the customer will attempt to be resolved in accordance with our debt recovery policy. <https://guitaracademyuk.com/policies/>

Your details may be shared with a third party to recover any outstanding amount if no communication is made by the customer within 21 days of the debt being incurred.

Account Management

We have created an online student portal where learners can manage their payments and see a record of their transactions with us. The online account manager also shows your current bookings and allows you to make changes / amendments. You can also set up free email and SMS reminders.

If you do not have access to this account and would like to gain access please visit the below link and reset your password, using the email address provided when you signed up.

<https://guitaracademy.mymusicstaff.com/Student-Log-In>

Changes to Sign Up procedure.

A fee will be taken at the time of first lesson booking for new customers to cover the amount for the first booked lesson. Minimum £12.50.