Terms and Conditions 19/12/2023

We have merged our terms and conditions with this contact consent agreement.

1. 48 hours notice is required to cancel or amend a lesson. If 48 hours notice is not received regardless of circumstance the full fee of the lesson will be due.

2. If cancelling a lesson via email the timestamp of the email will be factored into calculating the notice given.

3. If cancelling via the student portal you will be notified if you have not provided sufficient notice instantly.

4. Guitar Academy may offer an alternative slot in the same week in replacement of being charged for a late notice cancellation. This is based on availability and at the discretion of Guitar Academy staff.

5. Should a tutor need to cancel a lesson as much notice as possible will be provided. The lesson will then be rescheduled.

6. This policy will not be enforced should acts of God such as extreme weather affects the centres operation or ability for learners to visit. This is assessed at the time of event and learners should refer to website and Guitar Academy social media for updates.

7. Bookings that are repeatedly cancelled by a customer are subject to new rules. If a Customer cancels 3 or more regular bookings in a row. Guitar Academy may remove all regular bookings or request a non refundable fee for the next booking be paid in advance.

8. Bookings that have an unresolved balance for more than 7 days will result in all future bookings being cancelled until balance is resolved.

By using our services you agree to us storing and using your contact details to communicate with you regarding lessons, lesson bookings and payments including any promotional or special offers via SMS, e-mail, phone or post.

If you become an inactive customer with no outstanding balance or money owed to us you agree we may contact you via e-mail regarding any promotions Guitar Academy is offering. Which you have the option to opt out at any time.

You only become an inactive customer by informing us directly to close you account and clearing any remaining balance.