

We've just brought in some new T&C's to make sure the Studio is running as smoothly as possible.

1. Booking: Once a lesson is booked, advance payment must be received within 4 days of lesson date in order to secure that slot.
2. Payment: Payment can be made in person by cash, by BACS (details in prices document) or online via Paypal. Any Paypal fees are to be covered by the student. We do not accept block booking payments via PayPal.
3. Cancellation/Rescheduling: To cancel or reschedule a lesson, the student must email annalmiddleton@hotmail.co.uk or telephone (leaving a voicemail if necessary) on 07783418280. Please do not contact us to cancel or rearrange a lesson via text message or forms of social media. We have a 48 hour cancellation policy.
4. Adequate notice for cancellations: This must be received at least 48 hours before the lesson was due to take place. This is for cancelling and rescheduling lessons.
5. Teacher cancellation: Lessons cancelled/rescheduled by the teacher will be re-arranged at a time mutual to both parties. We will endeavour to give as much notice as possible in the event this occurs.
6. Timings: Teaching ends 5 minutes before the end of the lesson to allow for the conclusion of the lesson, any questions the student may have and making the recording of the lesson.
7. Attendance: Please try not to arrive earlier than 5 minutes before your scheduled lesson to avoid disruption of the previous lesson.
8. Lateness/Failure to attend: If you arrive late, your lesson will still end at the scheduled time. Such loss of time will not be made up at another time. If you miss your lesson slot entirely it will not be rescheduled or refunded.
9. Lesson Expiry: Individual lessons (including gift vouchers) will expire if not used within 3 months of receipt of payment for that lesson. Block booking lessons will expire if not used within 6 months of receipt of payment for that package.
10. Refunds: Anna Leigh vocal studios will not offer a refund on any lessons, including those cancelled or missed.
11. Discretion: Discretion is held to waive any or all of the above stipulations in exceptional circumstances.
12. Recordings: Recordings are only to be used by the student and not to be shared or uploaded online.
13. Children attending Parents must stay within the studio grounds of the Linskill Centre whilst children under 16 years are having lessons.

Parents must arrive at the studio door 5 minutes before the end of the lesson to collect the child, this is all in the interest of safety. Please let us know of any medical conditions your child may have that we need to know about whilst your child is in our lessons. If your child is over 14 years and you wish them to meet you at reception, we will need written consent via email to give your permission for this.

14. Studio phone manned by Alex Hooper our associate teacher will only be used when they are teaching. Therefore if you need to cancel or rearrange lessons these need to be via the studio main phone number. The phone manned by Alex is just for the day of your lesson if you are going to be late or need information or how to find us by Alex.

Thanks ALVS