Why do I have a policy?

I will always run a kind, fair business, and will always be as flexible as possible. A customer cancellation policy is necessary for the protection of my livelihood, and to be able to schedule sustainably. This also benefits the student as it helps to ensure a consistent schedule and reinforces a successful approach to music study.

Once you have booked a pack of lessons with me it means that I have reserved that time in my schedule exclusively for you, and prepared the time and lesson accordingly.

Customer Cancellation policy

Regarding holidays and planned absence- please let me know as soon as possible, (ideally at least two weeks in advance) so I can plan around this.

However, occasionally things happen which are unavoidable.

Therefore, you will have one "free pass" in your pack of 10 lessons. This means if you cancel your lesson with less than 24 hrs notice for any reason this will be rescheduled to the same time the next week. Other rescheduling times are at my discretion.

What is the policy after the "free pass"?

If you cancel again with less than 24 hrs notice after the "free pass" within a 10 lesson pack this will be included as one of your 10 lessons used.

I take care to prepare high-quality, individualized lessons for each student because I value your time and progress. In return, I ask that my time also be valued. If there are ongoing cancellation challenges, late payments, or I feel that lessons are not the right fit, I reserve the right to discontinue lessons. I'll always communicate openly and respectfully should this ever be necessary.

What if I have a question?

I will continue to be as compassionate as I can be, so if you have any questions about this, please contact me, and keep me updated on circumstances which will affect your lessons at lizteachespiano@gmail.com.

Otherwise, I will assume your full understanding of and willingness to follow the above stated policy.