

Lasting Lessons Terms and Conditions

Our teachers reserve time on their schedules, plan for individual lessons, and invest in the long-term development of each student. To provide regular, quality lessons, the following terms and conditions need to be observed. In scheduling lessons with Lasting Lessons, you are agreeing to the attendance, payment and cancellation terms and conditions below:

- Cancellation of a lesson must be made AT LEAST 24 hours prior to the scheduled lesson time in order to receive a make-up lesson. This includes leaving voice messages, text messages or email (not Facebook Messenger).
- Any lessons cancelled at least 24 hours ahead of the scheduled lesson will receive a make-up lesson at a time convenient to both the teacher and the student. This makeup lesson will not be skipped over or added to the next term's lessons.
- Typically, make-up lessons take place at an alternate time/day within the week. In some cases, the make-up lesson will be added after/before the original lesson time, enabling the student to have an hour lesson. Make-up lessons will also be offered during term breaks.
- If you know of dates ahead of time where your child cannot make a lesson, please notify Lasting Lessons when booking your lessons so that your invoice can be changed accordingly.
- No more than 2 cancellations per term.
- No shows or failure to notify Lasting Lessons within 24 hours is considered a forfeited lesson.
- There are NO refunds on unused or cancelled lessons.
- Should you decide to stop taking lessons altogether, please give your teacher 5 lessons' notice. By giving notice we are able to offer a place to the next waiting student before the term/year begins.
- Payments are to be made via direct deposit to: ANZ Bank, Account Name: Lasting Lessons, BSB No. 013299, Account No. 467513002. Please advise INVOICE No. as reference for payment. Cash payments will not be accepted.
- A fifty percent NON-REFUNDABLE deposit is needed to secure your preferred day and time.
- All lesson fees are due in advance of your first lesson for that given term. Payment due dates are noted on your term invoice.

- If payment is not made by the due date, your lesson time will be opened up for other students.
- In most cases, when your teacher cannot be here, we will find a suitable substitute teacher and the lesson will continue as regularly scheduled. If your teacher cancels a lesson and we are unable to find a substitute teacher, we will skip over that week's lesson and resume the following week. All payments will be pushed forward to the next term to compensate for the missed lesson.
- Financial Hardship - We understand that sometimes unforeseen circumstances arise, and we will be as flexible as possible in working with you to arrange a way for lessons to continue that works for everyone.
- Our lessons are booked back-to-back, so we are unable to extend a lesson beyond the appointed time to accommodate a late arrival. Down the road, if you need to change your lesson time, let your teacher know and they will be happy to find you another weekly lesson time (if available).
- Having regular lessons yield results. By making the financial commitment, you are making a commitment to your child's learning development. A lesson here and there will not support growth. A noticeable change in skills acquisition can only be achieved through consistent lessons and a commitment to the allocated home learning activities.
- All Lasting Lessons' students are to be punctual and conduct themselves in a respectful manner.
- If your child is **sick**, please **DO NOT** bring them come to class! Please wait until your child is better so that you will not be spreading germs to other people.
- If you wish to personally speak to your child's teacher about progress or any concerns, please advise your teacher at the beginning of the lesson so that 5 minutes can be set aside at the end of the lesson for this discussion to occur.
- Lasting Lessons is not responsible for providing before or after lesson care for students.

We greatly appreciate your understanding and accordance to these terms and conditions. Your co-operation contributes to Lasting Lessons' commitment to providing the best educational experience available for you and your child.



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