



TERMS AND CONDITIONS 2026/2027

Please take a moment to read through our Terms & Conditions carefully. I know they're definitely the less exciting part of the studio experience (they're no page-turner!), but they do help keep sessions running smoothly, fairly, and - most importantly - fun all!

RESCHEDULING / CANCELLATIONS - 48 HOURS NOTICE FOR ALL SESSIONS

Once you are booked in for sessions for any cancellation or to reschedule a lesson 48 hours' notice is required via text/email. Please note if notification is not within 48 hours the lesson will be marked as late notice, and will incur the full fee. This includes forgetting your lesson, other activities, camps, work or any other activity that may impact on attending your session.

CANCELLATION DUE TO ILLNESS

For all illnesses notice the night prior to your session by 8:00PM via text message or email is required. Please note notification given after 8:00pm or on the day of the session will incur the full fee and the lesson will be forfeited. Remember that studio offers support via *Practice Space* between sessions and you are welcome to send 2 audio files there before next session.

ONLINE / IN PERSON / LESSON SUPPORT

Online lessons are available for all singers, songwriters and piano players via FORTE or ZOOM. A minimum of one hour (1) notice is asked to switch if enrolled for in-person lessons. All singers/songwriters/pianists will be given access to the app *Practice Space*/FORTE set up to assist with their practice and learning outside of sessions after booking in for weekly/fortnightly or drop in/flexi sessions.

VOCAL HEALTH

Student overall health, especially vocal health and well-being is always the utmost priority here at the studio. Please email or message directly if you are having health issues and would like to discuss attendance or need assistance. Please do not attend lessons if you are unwell with any colds/viruses. You are always welcome to always switch to online when and if required. *Thank you for supporting the well-being of Hannah May all singers at the studio.*

LESSON PAYMENT VIA XERO

Invoices for lessons will be sent to the email address you have nominated. Payment is required within 7 days of invoice date. If paying via Stripe, payment will be receipted immediately. If paying via direct bank transfer, please email the studio to confirm the payment date with the invoice number. Please note if there is no communication on late invoice payments a late admin fee of \$15 will be added and reissued.

AWAY DURING THE TERM/BLOCK

If you are booked in for *ongoing/weekly/fortnightly* sessions and will be away for a large section of the term/blocks (more than 2 weeks) notice must be given at the end of the previous term, or payment for 2 weeks is required if notified during the term.

Please note if you are away for more than 5 weeks you will be switched over to the flexi price.

TEACHER RESCHEDULING

If Hannah May is unwell or unable to coach a text message and email will be sent out as soon as possible. The lesson will be rescheduled where possible, and the lesson payment transferred to the following week if during the block. You can send through a recording of their practice via *Practice Space* for feedback and support if they are unable to reschedule that week.

PAUSING OR DISCONTINUING SESSIONS DURING THE TERM/BLOCK

When you book in for ongoing weekly/fortnightly here at HM Voice Studio please note you are agreeing to the above for duration of the term/block. If you wish to discontinue or pause lessons once the term/block has commenced, a two-week notice is required. Please note that you will need to pay for these two weeks (For example: if you cancel sessions in Week 3, you will need to pay for Week 4 and 5). If you wish to only do one block/term of sessions please advise at the start of the block or the latest in Week 8 of the 10-week block/term otherwise you will be charged for the first two weeks of the next block. If you wish to switch over from ongoing weekly/fortnightly to drop/flexi please let the studio know via email.