



HM VOICE STUDIO

with Hannah May



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TERMS AND CONDITIONS

ONLINE / IN PERSON / LESSON SUPPORT

Online lessons are available for all students. A minimum of two hours (2) notice is asked to switch if enrolled for in-person lessons. Online lessons are via Forte or Zoom. All singers/songwriters/pianists will be given access to the app *Practice Space* to assist with their practice and learning outside of 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 the student is 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 fee will be added and reissued.

RESCHEDULING / CANCELLATIONS - 48 HOURS NOTICE FOR ALL LESSONS (ONGOING / FLEXI)

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 on the day of the lesson is required at the latest by 9:00AM via text message or email, and the lesson will be rescheduled/postponed. Please note notification given after 9:00AM of cancellation of the lesson will incur the full fee and the lesson will be forfeited.

AWAY DURING THE TERM/BLOCK

If you are booked in for *ongoing* 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. Students 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

If a student wishes 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. If you wish to switch over from ongoing to flexi or flexi to ongoing please let the studio know as soon as possible via email.

When you book in for ongoing or flexi lessons here at HM Voice Studio please note you are agreeing to the above for duration of the term/block and/or year. If you not able to commit to weekly or fortnightly sessions chat to the studio about flexi and/or online sessions around your schedule.