



The Melody Nest Lesson Cancellation Policy

At **The Melody Nest**, we value the time, care, and commitment that each family and teacher brings to our community. To ensure lessons run smoothly and to honour everyone's time, we kindly ask all families to follow our cancellation policy below:

Cancellations and Rescheduling

- A minimum of **48 hours' notice** is required to cancel or reschedule a lesson.
- Cancellations made with **less than 48 hours' notice** will still be **charged in full** and **cannot be rescheduled or refunded**.
- To cancel or reschedule a lesson, please contact your teacher directly or email **[insert contact email]** as soon as possible.

Teacher Cancellations

If a teacher ever needs to cancel a lesson, we will always give as much notice as possible. The cancelled lesson will either be **rescheduled** or **credited** to your account.

We deeply appreciate your understanding and cooperation as we work together to keep lessons consistent, fair, and joyful for all families and staff.

Frequently Asked Questions

What if my child is unwell?

We completely understand that children can become unwell at short notice. Our 48-hour notice policy still applies, but please let us know as soon as possible so we can offer grace where we're able and consider rescheduling if a suitable time is available.

What if lessons are cancelled due to bad weather or unforeseen circumstances?

If The Melody Nest needs to cancel lessons due to severe weather, venue issues, or other unexpected events, we will ensure that all affected lessons are **rescheduled** or **credited**.

Can I swap my lesson time with another student?

Lesson swaps may occasionally be possible **at the discretion of the teacher**, depending on availability and suitability. Please discuss this directly with your teacher.

What if we are running late?

Lessons will begin and end at the scheduled times to respect all families' bookings. Unfortunately, we are unable to extend lessons for late arrivals, but your teacher will always make the most of the time you have together.