



THE MELODY NEST

NURTURING YOUR TALENT NOTE BY NOTE

Cancellation and Refund Policy

Regular lessons

At least 48 hours' notice is required to cancel or rearrange an individual lesson. If fewer than 48 hours' notice is given, the lesson fee remains payable and no refund, credit or replacement lesson will be provided.

To discontinue regular lessons, a minimum of one full half-term's written notice is required, calculated according to The Melody Nest's published term dates. Fees remain payable throughout the notice period, whether or not the student attends.

Summer camps, workshops and seasonal events

Bookings are non-refundable once confirmed because a place is reserved for the named participant and The Melody Nest commits staffing, resources and venue costs based on confirmed bookings.

If a participant can no longer attend, the booking may be transferred to another suitable participant with our prior written agreement.

EOTAS and Alternative Provision packages

EOTAS and Alternative Provision packages are non-refundable once booked and confirmed. This is because teaching time, specialist staff, planning and resources are reserved specifically for the learner.

Sessions missed or cancelled by the learner, parent, school, local authority or commissioning organisation remain payable and will not be refunded, credited or rearranged unless agreed otherwise in writing.

If The Melody Nest is unable to deliver a booked session, we will offer a replacement session, account credit or refund for the affected session.

Cancellations by The Melody Nest

If The Melody Nest cancels a lesson or event, we will offer a replacement date, account credit or full refund. We are not responsible for additional costs or losses arising from a cancellation.

Nothing in this policy limits or excludes customers' statutory rights under UK consumer law.