



THE MELODY NEST

NURTURING YOUR TALENT NOTE BY NOTE

Cancellation and Refund Policy

Individual lessons

Fees are charged to reserve a regular lesson time with a named teacher and are non-refundable if the student does not attend.

If at least 48 hours' notice is provided, we may be able to rearrange an individual lesson, subject to teacher and timetable availability. A replacement lesson is offered at our discretion and cannot be guaranteed.

Lessons cancelled with fewer than 48 hours' notice, or missed without notice, cannot be rearranged, credited or refunded.

Group lessons and courses

Group lessons are booked as a complete half-term or course and not as individual sessions. Once a place has been booked and confirmed, the fees for that half-term or course are non-refundable.

This is because group classes follow a progressive curriculum, each place is reserved for the named student for the full booking period, and staffing and resources are arranged based on confirmed enrolment.

No refund, credit or replacement lesson will be provided if a student misses, withdraws from or is unable to attend any part of the booked half-term or course. Missed group sessions cannot be rearranged as individual lessons or transferred to a later term.

This does not affect any statutory cancellation rights that may apply or your rights where The Melody Nest has not provided the service with reasonable care and skill.

Discontinuing regular lessons

To discontinue a regular lesson place for either group or 1:1 tuition, one full half-term's written notice must be given, calculated according to The Melody Nest's published term dates.

Fees remain payable throughout the notice period, whether the student attends or not. Notice given during a half-term will take effect at the end of the following full half-term.

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. Transfers are subject to any applicable age, ability, safeguarding or participation requirements.

EOTAS and Alternative Provision

EOTAS and Alternative Provision packages are commissioned as complete packages rather than as individual, pay-as-you-attend sessions. Once a package has been agreed and confirmed, the commissioning organisation is responsible for payment of the full package unless the written commissioning agreement expressly provides otherwise.

Sessions missed or cancelled by the learner, parent or carer, school, local authority or other commissioning organisation remain payable and will not be refunded, credited or rearranged. This includes non-attendance caused by illness, refusal to attend, timetable changes, transport difficulties or the learner no longer accessing the placement, unless otherwise agreed by The Melody Nest in writing.

This is because specialist teaching time, staffing capacity, planning, preparation and resources are reserved specifically for the learner for the duration of the commissioned package.

Any request to end or change a package must be made in writing and will be managed according to the notice and cancellation terms contained in the relevant commissioning agreement. Ending attendance does not automatically end the commissioning organisation's payment obligations.

If The Melody Nest is unable to deliver a booked session, we will offer a replacement session or account credit. Where neither option is reasonably possible, we will refund the charge for the affected session.

Cancellations by The Melody Nest

If The Melody Nest cancels an individual lesson, group lesson, workshop or event, we will offer an appropriate replacement date or account credit. Where we cannot provide a suitable replacement or credit, we will refund the fee for the affected lesson or event.

We are not responsible for indirect or additional costs incurred as a result of a cancellation, except where liability cannot legally be excluded.

Exceptional circumstances

We understand that exceptional circumstances may occasionally arise. Any such circumstances will be considered individually and at The Melody Nest's discretion.

Consideration of a request does not guarantee that a refund, credit or replacement lesson will be offered. Any exception made will apply only to that specific situation and will not create an ongoing entitlement or change the terms of this policy.

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

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