

Lesson Policy:

1. To reschedule a lesson, login to your member account at www.guitargym.com.au, click the “RESCHEDULE A LESSON” button and submit the form.

Please observe the following cut-off times for rescheduling:

- For lessons Monday – Friday, 1pm or later: 9am on the day
- For lessons Monday – Friday, earlier than 1pm: 5pm the previous day
- For all Saturday lessons: 5pm Friday (afternoon before)

2. Where the required notice is given, you will receive a lesson credit which will remain valid for the duration of your membership. The lesson may be rescheduled at any mutually convenient time.

3. Upon receiving your request to reschedule a lesson, we will endeavour to reschedule your appointment immediately. It may not be possible depending on your availability and ours, but rest assured your credit will be there to use when it can be arranged.

4. Lesson credits may be redeemed for any services of equal value provided by The Guitar Gym, including workshops and masterclasses. Lesson credits are non refundable.

5. Where notice for cancellation is not given as per above [1], your lesson will be forfeited.

6. Where necessary due to staff illness or absence, another Guitar Gym teacher may conduct your lesson.

7. In the event of The Guitar Gym needing to reschedule your lesson, refunds may be issued at the discretion of The Guitar Gym if the lesson cannot be rescheduled after reasonable attempt.

***Additional Conditions for Duo Lesson Programme:**

Duo lessons require both members to attend 90% of lessons together. If you are taking pairs lessons and your lesson partner

is away, your lesson will still proceed and you do not have to pay extra in this case. If you are taking pairs lessons and you need to cancel a lesson, you may schedule a private lesson without paying extra (maximum 1 in 10 lessons).

***Additional Conditions for Group Lesson Programmes:**

In very rare cases where only 1 member is present for a group lesson, that lesson shall operate as a 30 minute private lesson.

Member Name: _____

I, _____, have read and agree to all outlined conditions as written in (parent/guardian where member is under 18 years of age)

the Conditions of Membership and Lesson Policy.

Signature:

_____ (parent/guardian where member is under 18 years of age)

Date: _____

THIS DOCUMENT MUST BE SIGNED AND RETURNED TO THE GUITAR GYM PRIOR TO THE COMMENCEMENT OF YOUR FIRST APPOINTMENT.

PLEASE RETAIN A COPY FOR YOUR REFERENCE.

The Guitar Gym ““Lesson Policy””

The Guitar Gym ABN 92 290 590 190.