

**Postal Address Only**

Dan Cooper Music  
2 Salcombe Road  
Totton  
Southampton  
SO40 8BN

**DAN COOPER MUSIC  
TERMS & CONDITIONS**

**48-HOUR CANCELLATION and RESCHEDULING POLICY**

Regardless of circumstances, private lessons not cancelled or rescheduled at least 48 hours before the start time will be charged at full rate.

Bookings may be officially cancelled via:

- 1 The online booking system
- 2 By emailing: *info@dancoopermusic.co.uk*

**PREPAID LESSON FEES**

Bookings will be made once payment is received. Accepted payment methods: Visa or MasterCard. In the event of a late cancellation or rescheduling (less than 48 hours notice) or a no-show, the prepaid lesson fee will be forfeited.

**REFUND POLICY**

Lesson fees paid in advance are always redeemable (before their expiry date) but not refundable or transferable.

If a prepaid lesson is cancelled before the 48 hour cancellation deadline, a lesson credit will be issued to the client that may be applied to a future booking.

**TEACHER CANCELLATION**

If the teacher needs to cancel a lesson, a make-up lesson may be booked at a time that is mutually convenient.

**HOLIDAY LESSONS ARE NOT AUTOMATICALLY CANCELLED**

Prior notice will be given when Dan is unavailable to teach due to a holiday or special event. Otherwise, please assume that lessons are scheduled as usual.

If you wish to move or cancel your lesson due to a holiday, please see the 48-hour cancellation or rescheduling policy.

**TARDINESS**

If you arrive late, your lesson will still end at the scheduled time. This loss of time will not be made up at another time. If you arrive on time but the previous lesson runs late, you will be given your full-allotted time.

Please be on time, but try not to arrive any more than 5 minutes before your scheduled lesson to limit disruption of the previous lesson.

**TURN-AROUND TIME**

All teaching time ends 3-5 minutes before the end of the session to allow for turn-around time between clients.