

## Terms and Conditions

### Payments and Customer/Student absences

- Payment is to be made/arranged prior to membership commencement, strictly no exceptions.
- Private lesson/booking absences without notice are strictly non refundable, not rescheduled, not credited.
- Private lesson/booking absences with strictly 24 hours notice or more given may be rescheduled within the membership period at the convenience of the studio's timetable. No guarantees of availability are made and rescheduled appointments are limited to TWO per quarter.
- Any unused private lesson/booking credits will be forfeit as of close of business on the final day of the membership.
- In regard to direct debit payments, an allowance of TWO failed payments will be made before the customer's membership will be cancelled by the studio and any associated costs/fees will be charged to the customer.

### Teacher/Coach absences and substitution

- All private lesson/booking absences on the Teacher/Coach's behalf are rescheduled, or where possible, a suitable substitute teacher will be arranged.
- Substitute Teachers/Coaches will be of a similar or same standard as the originally booked Teacher/Coach.

### Wi-Fi usage

- The studios wi-fi may be used by members for educational, performing/recorded arts related or otherwise appropriate content only.
- Any misuse made by members including illegal or otherwise inappropriate use will result in a single warning by the studio staff. If a repeat offense is observed, immediate cancellation of the membership will take place as well as any further legal action required.
- Overuse or use of the wi-fi outside of studio opening hours will result in a single warning by the studio staff before membership cancellation will take place.

### Discount Vouchers

- Discount vouchers for Dale Cleves Music are only able to be used at Dale Cleves Music Mount Gambier.
- The studio accepts no responsibility for any transactional proceedings between it's members and Dale Cleves Music Mount Gambier.
- Piano Tuning discount vouchers are for ONE piano tuning only and may only be used ONCE. They are not valid through any other piano tuning service other than Manser Music's.