



Scales & Tales Instrumental Lessons Policy

At Scales & Tales, we are committed to providing high-quality instrumental tuition in a supportive and engaging environment. To ensure the smooth running of lessons and clear communication with families, we kindly ask that you read and adhere to the following policy.

1. Cancellations

Cancellations must be made in writing with a minimum of 24 hours' notice. Please email: kellyhart@scalesandtales.org. Lessons cancelled with insufficient notice will not be rescheduled or refunded.

2. Termination of Lessons

Should you wish to discontinue lessons, we require written notice half a term in advance. This allows us to manage timetables and staffing effectively.

3. Lesson Preparation

Students are expected to attend lessons with their instrument, music books, and practice diary. Consistent preparation supports steady progress and productive sessions.

4. Teacher Absence

In the event of teacher illness or unavailability, the lesson will be rescheduled at a mutually convenient time. If rescheduling is not possible, a credit will be applied to the following term's invoice.

5. Student Absence

If a student is absent due to illness, school trips, or other reasons without prior notice from a parent, the lesson will not be made up or refunded. We appreciate early communication wherever possible.

6. Music Exams

All music exams will be entered through Scales & Tales. Parents will be advised of:

- Entry fees
- Accompaniment fees (where applicable)

7. Additional Resources

From time to time, students may require additional music books or accessories. Parents will be notified in advance of any necessary purchases.

8. Progress Reports

An annual written report will be provided via email to update parents on their child's development and progress in lessons.

9. Invoicing and Payment

Invoices are issued on a termly basis and are payable in advance for the full term. Prompt payment ensures lessons can commence as scheduled.

10. Queries and Complaints

We welcome open communication. Should you have any questions, concerns, or feedback, please contact kellyhart@scalesandtales.org.