

Robert Baker Glenn: Terms and Conditions

1. While I will strive to help the student to maximise performance, no guarantee is made of any grade being achieved at examination.
2. Home visits require the presence of a responsible adult in the house.
3. On booking the first lesson the following details must be provided by the client paying for the lesson:

Postal address

Email address

Telephone number

4. For ease of communication and particularly for facilitating online lessons it is useful to have an email address and/or telephone number for the student but these should only be provided by or with the knowledge and permission of parent/guardian.
5. Payment for the first lesson must be made in advance. Thereafter, a monthly statement will be sent to the client on the last day of each calendar month; payment of the amount outstanding on the statement will then be due.
6. Payment will be by direct bank transfer or may be made in cash on the day in the case of home visits.
7. In the case of non-payment after one calendar month from the date on the statement I reserve the right to temporarily suspend services until payment is made, or permanently.
8. Cancellations:
 - i. Lessons may be rearranged or cancelled without charge provided at least 24 hours notice is given.
 - ii. Cancellations less than 24 hours but more than 1 hour before the start of the lesson will incur a charge of 50% of the cost of the lesson.
 - iii. Cancellations made within 1 hour of the start of the lesson will incur the full cost of the lesson.
 - iv. Cancellation fees may be waived if the cancellation is due to an emergency but this will be at my sole discretion.
 - v. Excessively frequent cancellations may result in my declining to offer further lessons, whether booked or not.
 - vi. Should I need to cancel a lesson within 24 hours of the start of the lesson other than for emergency reasons, the next lesson will only be charged at 50% of the usual fee.
9. If for any reason (such as, but not limited to, roadworks or traffic accidents) I am more than slightly delayed when travelling to a face-to-face lesson I shall try to advise you of this as soon as, and if, possible. If the delay becomes so significant that the lesson is no longer viable because of subsequent commitments of either party, it may be rearranged without penalty to either party.