

# Narelle Ong Vocal Studio

## Terms & Conditions

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### Cancellation Policy

#### Student Cancellation

- Minimum 1 day's notice.
- For same day cancellation due to urgent matters, emergencies or if you fall sick last minute, please let me know with a minimum of 6 hours notice. Less than 6 hours notice, the lesson will be forfeited.

#### Teacher Cancellation

As much as possible, I will try not to cancel our booked appointment. However, unforeseen situations such as falling ill unexpectedly may happen. I will notify you with a minimum of 1 day's notice whenever possible.

For same day cancellation due to unforeseen urgent matters or emergencies, I will try to provide at least 4 – 6 hours notice. Depending on the severity or urgency of the situation, there may occasionally be very short notice given of less than 2 hours. I seek your kind understanding should an unfortunate event take place beyond my control.

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### Rescheduling Policy

We can make a few attempts at rescheduling to find a date and time that works well for you if sufficient notice is given.

However, if you reschedule your paid booked slot more than 2 times, you will not be able to reschedule for a 3rd time and the class will be forfeited. Thank you for respecting my professional time and the slot reserved for you.

If I am the one needing to reschedule our booked slot due to unforeseen circumstances, we will jointly make several attempts to find a suitable replacement slot.

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## No-Refund Policy

All slots booked and payments made are final and non-refundable should you decide not to attend the lesson.

However, a refund will be issued if I fall severely ill over a prolonged period or if we attempted rescheduling but were unable to find a suitable replacement slot.

In the unfortunate event that a student loses both his/her speaking and singing voice, a full refund will be issued. A medical letter would be required for verification purposes.

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## 4-Lessons Package

All packages have a validity period of 3 months to complete the 4 lessons. If the lessons are not completed within the validity period, the remaining balance will be forfeited.

There will be no refunds or validity extensions.

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*Thank you for respecting the professional time, effort, and learning journey we are building together.*