



Thank you for enrolling your child for lessons with Clarendon Education. It is important to us to render the process of booking lessons as clear and convenient as possible for our clients. However, with limited teaching time available to our tutors, it is necessary for us to enforce a strict booking and cancellation policy.

For **one-off** lessons, please note that payment must be made in advance of the class, and any class that has not been pre-paid will not proceed, unless the class is an *additional* class to a regular lesson, in which case the price of any additional lesson(s) will be added to the invoice issued for the subsequent month's regular lessons.

If you book a **regular** lesson with one of our tutors, Clarendon will reserve that day and time for you for a lesson on a regular weekly basis. Invoices will be issued each month, at the beginning of the month, and the lesson fees should be settled on or before the day of the first listed lesson. If the monthly balance is still outstanding by that time, then except in exceptional circumstances the lesson will not proceed.

In the event that it is impossible, for whatever reason, for Clarendon to provide a given lesson booked in a regular time-slot, alternative times will be suggested for the lesson to take place. In the event that no rearrangement is possible, the price of the lesson will be refunded to you or offset against the invoice for the following month, according to your preference.

In order to maintain maximum availability of time-slots for all our clients, our policy is that a minimum number of regular lessons per month should take place: assuming a regular weekly time-slot has been arranged, Clarendon allows the cancellation or rearrangement of **1 lesson** in that time-slot each month. For this reason, if a given month has 5 available time-slots, the minimum booking for a regular class in that month will be 4 classes; if there are 4 available time-slots, the minimum booking will be 3 classes.

In order for a cancellation or rearrangement of any lesson (regular or one-off) to be effected, 24 hours' notice is required. If 24 hours' notice is not provided, the lesson will be considered missed. If the lesson is missed on account of medical circumstances, in the interests of goodwill we shall attempt to arrange a replacement lesson, provided it is possible for us to do so. However, please be aware that, in busy periods, such replacements cannot be guaranteed.