

## **Kieren's Guitar Lessons**

### **1. User Agreement**

By booking with Kieren's Guitar Lessons, you agree to these terms and conditions. This agreement governs your booking and may be amended without prior notice.

### **2. Payments**

Manually booked lessons (e.g., arranged in person or via message) are paid at the time of the lesson by cash or bank transfer.

If a manually booked lesson is cancelled with less than 24 hours notice, you will be required to pay 50% of the lesson fee in line with the cancellation policy.

### **3. Cancellations**

If payment was due at the lesson (for manually booked lessons), no charge will be applied for a timely cancellation (more than 24 hours). If for any reason less than 24 hours notice is given, you will be required to pay for 50% of the lesson fee before securing another booking.

Missed lessons (no-shows) without prior notice are treated the same as a late cancellation.

### **4. Late Arrivals**

Late arrivals will not extend the session end time.

Additional time may be granted only at our discretion and subject to availability.

### **5. Liability Disclaimer**

Kieren's Guitar Lessons are not liable for equipment failures or malfunctions during your session.

Clients should inspect all equipment before their session begins.

### **6. Force Majeure**

Kieren's Guitar Lessons shall not be held liable for cancellations or disruptions caused by events outside of our reasonable control, including but not limited to natural disasters, power outages, or public health emergencies. In such cases, affected sessions may be rescheduled at a mutually agreed time.

### **7. No Guarantees**

While Kieren's Guitar Lessons is committed to providing high-quality lessons and services, no specific results or improvements are guaranteed, as progress depends on the client's dedication and practice.

### **8. Photography/Recording Consent**

From time to time, we may take photos or videos during sessions for marketing or promotional purposes. Clients will always be asked for prior consent before any recordings are made. Clients retain the right to decline.

### **9. Health & Safety**

A short warm up is normally recommended at the start of lessons to help prevent repetitive strain injury. We recommend using ear protection to prevent hearing damage. (Only if volume level is excessive).

10. Behavioural Expectations

Kieren's Guitar Lessons reserves the right to terminate a session immediately if a client or attendee behaves inappropriately, abusively, or unsafely. In such cases, no refund will be issued, and any damages caused will be charged to the client.

11. Damage or Theft

The individual making the booking is responsible for all attendees.

Any damage to or theft of studio property will incur charges for repair or replacement.

Pre-existing damage should be reported at the start of the session.

12. Food & Drink

Food and non-alcoholic drinks are allowed but must be kept away from equipment to prevent damage.

13. Confidentiality of Materials

Teaching materials provided by Kieren's Guitar Lessons are for personal use only and must not be copied, distributed, or shared without prior written consent.

14. Parking

Private parking spaces and street parking are available. Vehicles are parked at the owner's risk.

15. Studio Conduct

Clients must remove their shoes upon entering the studio to maintain cleanliness.

Clients must leave the studio clean and remove all personal belongings and rubbish.

Attendees must follow studio rules, including a zero-tolerance policy for smoking, drug use, or disruptive behaviour. Violations may result in ejection from the premises.

16. Use of Information

Personal information collected for bookings will be securely stored and may be used to inform you about future activities.

Information will not be shared with third parties without consent.

You may request a copy of your personal information at any time.

17. Governing Law

These terms and conditions are governed by the laws of England and Wales. Any disputes arising from this agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales.