

# JAZZ SCHOOL UK CANCELLATION POLICY

## WORKSHOP DAYS

Having had to reduce our group numbers to adapt to social distancing, we now have no financial buffer, and therefore cannot offer any refund or credit if you are unable to attend a workshop day, and we are unable to fill your place.

If we are able to fill your place, we will refund or credit you:

- For SHOEFACORY BAND, BIG BAND AND JEFF CLYNE IMPROVISATION days, **80%** of your fee
- For NEW YEAR JAZZ , SPRING JAZZ, SUMMER JAZZ 1 AND 2 and JSAA WEEKEND, **65%** of your fee

If we are unable to run a workshop day for any reason, we will offer you a rescheduled date or a 100% refund.

## LESSONS

No refunds are offered for missed lessons - rescheduling is at the discretion of the individual teacher.

## ENSEMBLE, ENSEMBLE PLUS, PATHWAY

No refund or credit can be offered in the case of non-attendance at individual sessions, but we will offer you a replacement date whenever possible (ie group numbers permitting).

If you leave the programme mid-season, we will ask you to pay for your share of the fixed costs of your programme (£400 for Ensemble and Ensemble Plus, £800 for Pathway) as well as the fees for any other teaching you have received by Zoom or in person, and then refund any balance remaining.

If we are unable to run any of these programmes (should there be local lockdown, for example), we will either reschedule the dates, convert to 121 (as we did over the lockdown summer) or offer a full refund for any teaching paid for but not received.

## ONLINE TRIMESTER

No refund or credit can be offered in the case of non-attendance at individual sessions, but we will offer you a replacement date whenever possible (ie group numbers permitting).

If you leave the programme mid-trimester, we will deduct an admin fee (£30) as well as the fees for any teaching you have received, and then refund any balance remaining.

Thanks,

NICK WELDON

ANDRA SPARKS

September 2020

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