



## **Music Tech Knowledge Terms and Conditions 2017 - 2018**

Booking lessons with Music-Tech Knowledge is very straightforward, simply select a service you would like, book online, via email or phone. You will then receive an email with payment options available to complete the booking.

Below are the terms and conditions that are in place to protect you and us with your booking.

### **Payments**

Once you have booked a lesson a confirmation email will be sent to you with payment options available. Please note that payments through bank transfer or PayPal must be made no later than 48 hours before the start of the lesson, if payments are made less than 48 hours before the start of the lesson (6 hours before for example) the booking date and time may not be guaranteed.

### **Service Provider Cancellations (if we cancel)**

If MTK cancel a lesson that has been pre-paid for, then MTK will fully refund the payment or provide the option to reschedule the canceled lesson for another, mutually convenient time.

### **Client Cancellations (if you cancel)**

If you cancel the lesson giving less than 48 hours' notice, we are only able to refund 50% of the payment.

If you cancel providing more than 48 hours' notice before the start of the lesson, then a full refund is available.

### **Missed Lesson by Client**

If a lesson has been booked and no cancellation for this lesson been made prior to the lesson time and date, then we are unable to provide a refund.

### **Complaint Based Refunds**

We are keen to ensure complete customer satisfaction however If you are unhappy about any aspect of your lesson, then please call or email MTK immediately after your lesson to discuss the exact nature of the concerns you might have and a part or full refund will be considered.

## Understanding Terms

By receiving this we understand that you have read it unless we are advised otherwise by yourself. When placing a booking you will receive a confirmation email with the Terms and Conditions attached asking that you have read and understood them before making a payment.

To get back to the MTK services page click [Here](#)

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