

Last updated: 13/08/26
Due for review: 13/08/27



Payment Policy

We always try to keep our pricing fair to allow students to access lessons while paying teachers a fair wage.

Payment Options

Cash

We will always accept payment in cash, though we may not always have change.

Bank transfer

Plucky Goat Ltd (Business Account)

Account number: 58443568

Sort code: 23-01-20

Card

We can't always take card payments due to issues with our point of sale hardware, but we can always send payment links to allow you to pay online with your card.

When to Pay & Lesson Cancellations

We will agree with you when you start lessons on a payment plan and schedule that works for you. We are unable to set up flexible payment plans for brand new students and ask that your first lesson is paid for immediately.

For regular students, we will agree on a weekly, monthly, or termly payment schedule that suits you.

We understand that lessons may need to be cancelled and we don't generally expect cancelled lessons to be paid for. However, repeated cancellations or no-shows of a regular lesson slot may mean we have to give that slot away to someone else.

Lessons not attended and not canceled (ie no-shows with no communication) will be charged for, and we expect no-show lessons to be paid for before you can book another lesson with us. However, we do not want to be repeatedly taking payment for missed lessons. In line with our inclusion policy, we are here to help if you are finding it difficult to attend lessons, and we can put systems in place such as automated reminders to help you.