

INDIVIDUAL LESSONS CANCELLATION POLICY

Can I cancel or reschedule my one-to-one lesson?

Yes. However, if you want to reschedule the lesson, you must tell us **a minimum of 24 hours** before the lesson is due to start. If your lesson is on Monday, you must ask on the Friday before.

If you don't tell us at least 24 hours in advance, you will lose your lesson. 🕒

Who do I email?

For **face-to-face** lessons, you must email

→ **fred@speakuplondon.com**

For **online** lessons, you must email

vera@speakuplondon.com 🖱️

Can I just tell my teacher if I can't come?

Please don't only tell your teacher, as they are not responsible for any schedule changes.

You must email Fred or Vera to make any changes.

If I want to book more one-to-one lessons...?

You must book them at least **48 hours in advance**. We cannot guarantee that a particular teacher will be available.

If you still have any questions, please email Fred.