

VIVA PIANO LTD BOOKING POLICY

All customers are required to read the following policy prior to booking a course.

Definitions

- "Course" refers to both our multi-week courses (such as Introduction to Piano and Level Up) and single sessions, including taster sessions, unless a section below states otherwise.
- "Adult customer" refers to the adult participant for adult sessions, and the parent or guardian booking on behalf of a child for children's courses.
- Adult sessions are open to participants aged 18 and over.

Payment Terms

Payment for courses and sessions must be made upon booking.

Cancellation Policy

All customers have the right to cancel a booking under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, up to 14 days from the date of booking.

Cancellations must be made in writing via email to info@vivapiano.co.uk.

If your course or session starts within 14 days of booking (for example, a taster session booked shortly before it takes place): by completing your booking, you acknowledge that your course or session may begin, and be fully delivered, before the standard 14-day cancellation period ends. Cancellation requests for these bookings must be made in writing before the course or session begins. Once a session has taken place, the right to a refund under the 14-day cooling-off period no longer applies to that session.

For all other cancellations not covered by the above: Requests must be made in writing via email to info@vivapiano.co.uk.

- A full refund will be granted if the cancellation is received more than 14 days before the course or session start date.
- If a cancellation is received less than 14 days before the course or session start date, the full fee remains payable. Special provisions will be considered on a case-by-case basis.

Course Transfers

Customers may request to transfer their course or session to another date at no additional cost, provided the request is made more than 14 days prior to the start date. Requests for transfers made less than 14 days prior to the start date will be dealt with on a discretionary basis.

If We Need to Cancel or Reschedule

Occasionally we may need to cancel or reschedule a course or session, for example, due to illness, weather, or venue availability. If this happens, we will offer you either a full refund or the option to transfer to an alternative date, at no additional cost to you.

Requirement to Inform Viva Piano of Any Medical or Other Issues

For our children's lessons: Immediately after booking, parents or guardians must inform Viva Piano of any medical or other issues that may affect their child while they are in our care.

For our adult lessons: Immediately after booking, we request adult customers to inform Viva Piano of any medical or other issues that may affect them while at a Viva Piano session. Please do this in writing via email to info@vivapiano.co.uk.

Questions

If parents, guardians or adult customers have any questions relating to the above, it is advisable to contact us via email prior to booking.

Contact Details

For any and all queries regarding the above, please contact Laura and Scarlett at info@vivapiano.co.uk.

Updated 28 September, 2026