



Studio Rules & Policies

Please read before your first lesson — these are the house rules that keep every student's weekly slot fair and predictable.

ABOUT PIANOLAND

Pianoland is a private piano school in Cork offering one-to-one lessons for children from age 7 and for adults. Lessons are taught by Julia, founder and piano teacher, with over 20 years of experience — and currently the school's only teacher, so personal attention is guaranteed.

Every lesson is tailored to the student and covers both technique and music theory. Exam pathways — **RIAM, ABRSM, LCME** — are available if you want them, but they are optional, not the point of the school.

YOUR TIME SLOT IS A COMMITMENT

When you start lessons, one specific weekly time becomes yours. That slot is held for you and is **not offered to anyone else** — whether you attend that week or not. Lessons can be cancelled, and in exceptional cases the time can be changed, but neither is part of the normal run of a term. The rules below say exactly how both work.

1. How lessons work

- 1.1 Your lesson has a **fixed weekly time, reserved for you alone**. Nobody else is offered that slot while it is yours.
- 1.2 We teach students **from age 7 upwards**. We do not take children under 7.
- 1.3 **Regular practice at home is required** — you will need access to a piano or keyboard.
- 1.4 Lessons take place at **Turners Cross Community Centre** or **Little Island Community Centre**, Cork. Your location is agreed when you book.

2. Expectations

- 2.1 **Parents are welcome to attend** lessons.
- 2.2 **Respectful behaviour is expected**. Any concerns are discussed with parents.
- 2.3 Lessons **may temporarily move online** if needed.
- 2.4 **Photos and videos** may occasionally be taken for school promotion.

3. Payments & cancellations

All notice periods are counted back from the start time of the lesson concerned. Examples are there to show how each rule works in practice.

- 3.1** Lessons are **paid in advance**, monthly or per term. The payment is what reserves your weekly slot.

EXAMPLE You pay for October, so your Thursday 5pm slot is held for you every week that month.

- 3.2** **Cancelling with 48 hours' notice or more:** Julia will try to find another time for that lesson within her existing schedule. If nothing suitable is free, the lesson is lost.

EXAMPLE You tell Julia on Monday that you cannot make Thursday. That is more than 48 hours, so she looks for a replacement slot — and if her week is already full, that lesson is gone.

- 3.3** **Less than 48 hours' notice, or no notice at all:** the lesson is used up. It is not refunded and not rescheduled.

EXAMPLE You message at 8am about a 4pm lesson — too late, that lesson is gone. The same applies if nobody arrives and no message is sent.

- 3.4** **If Julia cancels** a lesson, a replacement lesson is always arranged at no extra cost.

EXAMPLE Julia is unwell on Thursday, so that lesson is given back to you at another time you both agree.

- 3.5** **Stopping lessons:** one week's notice. Payments already made are not refunded.

EXAMPLE You tell Julia on the 1st that you are stopping — the lesson on the 8th is the last one, and money already paid is not returned.

- 3.6** **Changing your lesson time** is an exception, not a routine request. It needs one week's notice and only happens if another suitable slot is genuinely free.

EXAMPLE You ask on the 1st to move from Thursdays to Wednesdays. If a Wednesday slot is free, Julia moves you from the 8th. If not, your existing time stands.



Book online

QUESTIONS, OR READY TO START?

Book your first lesson

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WhatsApp is the quickest way to reach Julia. Full policies are published at pianoland.ie/policy.