

## **Terms & conditions**

- Lessons are '1-2-1' weekly lessons held from our premises.
- Parents are allowed to sit in on the first lesson but we ask them to allow the student to answer any questions asked during the lesson. After the first lesson, only the student may be in the room lessons are held in.
- Siblings are not permitted to sit in the room where lessons are being held.
- Only 1 parent may accompany the student on the first lesson as multiple people in the room is distracting for the student.
- Before turning up to the first lesson, the student must have paid for the lesson through the link provided to them.
- After the first lesson, if the student would like to continue, the student will need to set up a direct debit through a link provided to them to pay for the lessons each month.
- Monthly fees are paid in advance and provide you with weekly lessons, this is not an individual lesson fee and will not be fully or partially refunded for missed lessons.
- The monthly fee is made up of both the teachers fee and the school fee. If a teacher cannot make the lesson, then you will be refunded the teachers fee only. The school fee provides the student with an online login and studios to enhance the learning process.
- Some months students receive 4 lessons and some months students will receive 5 lessons, payment remains the same each month giving the student a maximum of 50 lessons per year.
- Payment will be taken by direct debit on the 1st of every month. If the 1st of the month falls on a weekend or bank holiday then the payment will be taken on the next working day.
- Failure to turn up to lessons or cancellation of lessons are non refundable.
- 4 weeks notice MUST be given for cancellation of lessons, students who do not make us aware they are finishing will still be charged the 4 week notice period.
- Anyone who cancels lessons will not be able to resume lessons for 6 months after cancellation.
- Instrument hire is for a maximum of 2 months and requires a refundable deposit of £50.00.
- Deposit of instrument hire will only be refunded as long as no damage is caused to the instrument hired. If the instrument is damaged some or all of the deposit may not be refunded.
- Any abuse/ continued rudeness to our teaching staff, verbal or otherwise, will result in the pupils lessons being terminated immediately and will not be refunded.