musicworks

terms and conditions

Musicworks will provide tuition subject to the following terms and conditions:

1 Lessons will be given on the school's premises at the invitation of the head and/or the governors at times agreed with the school.

2 Lessons will be taught individually, or in groups of 2 for 25 minutes, or 4 for 30 minutes, depending on the choice of the parent or guardian. Individual lessons will be taught for 15, 20, 25 or 30 minutes. The availability of grouped lessons is subject to sufficient suitable applications being received for any particular group and is at the discretion of Musicworks. When a group of 4 is incomplete the lesson time will usually be shortened as follows: 3 pupils, 25 minutes; 2 pupils, 20 minutes; 1 pupil 15 mins, the fee charged being that for the group of 4 lesson. If a group of 2 is incomplete then an individual 15 minute lesson will be given, the fee charged being that for the group of 2 lesson.

3 It may be necessary to give lessons at times when the pupil is normally engaged in lessons which form part of the school curriculum. A pupil will only be removed from a lesson forming part of the school curriculum with the consent of the head. The parent or guardian indicates his/her agreement to this by signing the application form.

4 When the parent or guardian wishes the pupil to receive tuition only at times outside the normal curriculum, he/she should notify Musicworks in writing. Every effort will be made to comply with the parent's/guardian's wishes, although no guarantees regarding lesson times can be given.

5 Lessons will normally be given on the same day and at the same time each week. However, the parent or guardian accepts that Musicworks may vary the usual arrangements if it is not possible to teach at the usual times because pupils are involved in other activities: school trips, exams, school training days etc.

6 Musicworks will provide a minimum of thirty-four lessons during the school academic year or pro rata if lessons begin after the beginning of the school year. The initial invoices raised will be for these thirty-four lessons. **If lessons are missed because of the absence of the teacher, or school closure, replacement lessons will be given at a later date, or a credit to the value of the missed lesson(s) will be given, at the option of Musicworks, at the annual review of accounts after the end of the school year.**

6a If lessons are not missed during the year because of school training days, bank holidays, school trips or teacher absence it may be possible to give additional lessons (over and above thirty-four) towards the end of the summer term. These lessons will be given automatically and invoiced separately as soon as it is apparent that they will take place. Prompt payment will be expected. Please note: for clients paying by standing order this invoice will be in addition to the regular monthly payments that must continue as normal.

6b When a scheduled lesson cannot be given because the child is engaged in an examination or on a school trip or family holiday, Musicworks will give either a credit to the value of the missed lesson, or a replacement lesson, at a later date, at the discretion of Musicworks, **provided that the parent or guardian has given at least 3 days notice to Musicworks by informing the office in writing, by email or telephone. It is not sufficient simply to inform the child's instrumental teacher.**

7 If the usual teacher is absent, Musicworks will take reasonable steps to provide the services of a replacement teacher, although no guarantees as to the availability of such a teacher can be given.

8 Fees may be paid either: (a) twelve equal monthly instalments by standing order mandate, (b) by bank transfer or cheque in advance for the first period of tuition and thereafter in advance each term.

9 Tuition will only commence after an application form, or registration form, and payment in advance for the first period of tuition have been received.

10 The right to make administration charges for handling dishonoured cheques or standing order mandates or when an account is in arrears is reserved.

11 The agreed initial period of tuition and payment of fees for that tuition is six lessons. After that, tuition may be discontinued by giving one month's notice by letter, by telephone or email **to our office, not the pupil's teacher**. A lesser period of notice may be agreed at the discretion of Musicworks. All lessons up to the end of the notice period will be charged for and a refund given if appropriate. **If you pay by standing order the payments that you have made up to that point may not have covered the total cost of the lessons given and in that instance there will remain a balance on your account which will need to be paid.** Failure to give notice may leave your account liable for charges for lessons which your child did not attend. Please be aware that we reserve the right to recover debts by all legal means.

12 The right to vary these terms and conditions giving reasonable notice to the parent or guardian is reserved.

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