

TERMS AND CONDITIONS 2025/2026

CONDUCT OF STAFF, STUDENTS AND PARENTS/GUARDIANS

1. Herts Music Lessons is committed to providing a safe and inclusive environment for all who join. Therefore, we have a zero-tolerance policy on bullying, discriminatory or abusive behaviour of any kind. Any inappropriate behaviour will result in immediate removal from Herts Music Lessons.
2. Herts Music Lessons are taught by qualified, insured and DBS checked instructors. All tutors regularly participate in further training to ensure the highest possible standard of teaching. Appropriate physical contact is sometimes required when teaching.

COMMUNICATION

1. Herts Music Lessons encourages open communication regarding any queries, concerns or issues. However, we request that you do not approach tutors during class times and contact the office instead.

The office can be contacted:

Via telephone- 07837491271

Via email- info@hertsmusiclessons.com

Office hours are 9.00 am - 5:00 pm (Mon-Fri)

Note: Office hours may vary out of term time

We aim to be as responsive as possible but please allow up to three working days for responses.

USE OF PHOTOGRAPHY/VIDEOS & SOCIAL MEDIA

1. Herts Music Lessons may use photography or videos from lessons or performances on our social media or for marketing purposes. If you do not consent for you/your child's image to be used, written and signed declaration is required.

SHOWS & EVENTS

- Herts Music Lessons aim to offer many performing opportunities and encourages its students to participate in organised showcases and events. However, these are not compulsory. Additional costs may occur.
- Music exams are not compulsory but are offered to students that wish to partake. Students are entered for examinations at the teacher's discretion and their decision is final. Separate information is given regarding examinations and costs at the time of consideration.

FEES

Trial Lessons

All new and existing students wishing to try a new instrument are entitled to one trial lesson before committing to enrolment.

Half-Termly Fees

Lesson fees are invoiced at the start of each half term and are payable via bank transfer only.

Payment must be made within 2 weeks of the invoice issue date.

- Late payments will incur a 10% surcharge.
- If payment is not received within 4 weeks, lessons will be withheld, and legal action may be taken.

Any changes to lesson fees will take effect at the beginning of a new term. Customers will receive plenty of prior notice regarding any fee adjustments.

WITHDRAWAL, ABSENCE & CANCELLED LESSONS

Ongoing Enrolment

Student places are held on a rolling contract, carrying over automatically from term to term.

Withdrawal

If you wish to withdraw from Herts Music Lessons, please notify us in writing via email at info@hertsmusiclessons.com.

If you choose to withdraw partway through a block booking, the full fee for the block still applies. Refunds are not available unless granted at the company's discretion in extenuating circumstances.

Student Absences

We understand that absences may sometimes be unavoidable. Where possible, please provide at least 24 hours' notice of any absence or cancellation.

Missed lessons are non-refundable but may be rearranged where possible. (Refunds may be granted at the company's discretion in extenuating circumstances.)

Cancelled Lessons by Herts Music Lessons

In the rare event that a lesson is cancelled by Herts Music Lessons due to illness, extreme weather, or other unforeseen circumstances, you will be notified as soon as possible.

These lessons will either be rescheduled or refunded.

Cover Teachers

In the case that a cover teacher is required due to illness, weather, or other unavoidable reasons, you will be given prior notice along with full details of the replacement teacher.

All cover teachers are fully qualified and uphold our standards of professionalism. Therefore, refunds will not be given.

If you prefer not to have a cover teacher, the lesson can be rescheduled.

Your enrolment in Herts Music Lessons is acceptance of these terms & conditions. Terms & conditions may change from time to time. In the event of changes to the terms and conditions you will be notified.

Please contact us if you have any queries.