



## **TERMS & CONDITIONS**

### **CONDUCT OF STAFF, STUDENTS AND PARENTS/GUARDIANS**

- a) 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.
- b) 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**

- a) 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 / 07538425852

Via email- [info@hertsmusiclessons.com](mailto:info@hertsmusiclessons.com)

Office hours are 9.00 am - 5:00 pm 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**

- a) 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**

- a) 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.



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- b) 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.

### **FEEES**

- a) TRIAL LESSONS - All new and existing students wishing to try a new instrument will receive £10 off their first lesson
- b) Lessons are booked in blocks. Fees are payable in full by BACS or cash after a 25% deposit has been received. We are unable to accept payment in the form of cheques.
- c) Fees are due by the date of the students first lesson. Fees paid later will be subject to a 10% surcharge. If fees are not paid within 4 weeks of the invoice date, lessons will be withheld, and legal action may be taken.
- d) Any changes to fees will occur before the start of a new block booking. We will not change fees during a block booking and give as much notice prior to changes as possible.

### **WITHDRAWAL, ABSENCE & CANCELLED LESSONS**

- a) Should you decide to withdraw from Herts Music Lessons, we ask that you let us know via email ([info@hertsmusiclessons.com](mailto:info@hertsmusiclessons.com)) If you withdraw part way through a block booking, the full fee for the block applies, and refunds are not able to be given. (Refunds can only be granted at the company's discretion in extenuating circumstances.)
- b) We understand that sometimes absence from class is unavoidable. However, we request that where possible we are given 1 days notification of any absence or cancelled lessons. Missed lessons are not able to be refunded but can be re-arranged. (Refunds can only be granted at the company's discretion in extenuating circumstances.)
- c) On the rare occasion that a Herts Music Lessons needs to be cancelled due to illness, extreme weather conditions or other circumstances beyond our control, notification will be given as soon as possible. These lessons will either be made up at a later date or refunded.
- d) On the rare occasion of a cover teacher due to illness, extreme weather conditions or other circumstances beyond our control, you will be given enough notice and details of the cover teacher. Refunds will not be given as all Herts Music Lessons teachers are fully qualified and are of the highest teaching standard and professionalism. If you do not want a replacement teacher the class can be re-arranged.



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**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.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_