

Terms and Conditions 2023/24

1. Weekly Lessons - for those wanting regular lessons in term time

1.1 OUR LESSONS: Our lessons are taught 34 weeks of the year. Term dates are sent ahead of each academic year. Additional lessons can be arranged, but we require students to commit to weekly lessons in term time. Once the lesson time and date has been agreed, that slot will be reserved for you/your child for the teaching year. Committing to this slot is particularly relevant for students having lessons in prime time slots (Monday-Friday afternoon/evening). If you wish to alter your regular lesson time in the course of the academic year, six weeks notice is required.

1.2 MISSED LESSONS: All of our tutors are freelance musicians and the following terms are to protect their schedules. If the lesson is cancelled with less than 24hrs notice there is no obligation for the tutor to make this lesson up and no refund will be given. If the lesson is cancelled with more than 24 hrs notice it is at the tutor's discretion whether or not to catch up this lesson and no refund will be given. If you have multiple lessons within a family and one child is away/ill, we are happy for a family member to use their lesson time instead.

1.3 STOPPING / CHANGING LESSONS: If you wish to stop lessons, six weeks notice is required. This is to support our tutors as freelance musicians and ensure they don't have any sudden changes in pay. We cannot permit our tutors to work privately for any families that have or have previously had lessons within the academy, so please don't ask them. This is also written into our tutors' contracts.

1.4 TUTOR MISSING A LESSON: If your tutor misses a lesson, you have three options; Arrange for a replacement lesson at a mutually convenient time or another tutor to cover the lesson at a mutually convenient time or receive a refund for the missed lesson (applicable for weekly lessons on standing order only).

2. AD HOC LESSONS - for those needing lessons with a more flexible schedule

2.1 OUR LESSONS: Ad hoc lessons can be bought in blocks of five or ten. Although these lessons can be arranged at any mutually agreeable time, please be aware that our regular lessons are taught for 34 weeks of the year, following the academic calendar (term dates are sent ahead of each academic year). Lessons outside of these dates can be arranged at our tutors' discretion.

2.2 MISSED LESSONS: If you miss a lesson or your tutor turns up for a scheduled lesson and you have forgotten about it/are not there, the lesson is lost and no refund will be given. If you have multiple lessons within a family and the respective student is ill/away, we are happy for a

family member to use their lesson time instead. If you would like to cancel a lesson, please give 24 hours notice, otherwise, the lesson will still be paid for.

2.3 STOPPING / CHANGING LESSONS: Once a block of pre-paid lessons has been completed, you are under no obligation to continue. However, in fairness to our tutors, we do ask that you notify us in advance of your decision to stop having lessons with us. If you decide to stop before completing your prepaid block, outstanding lessons are lost.

We cannot permit our tutors to work privately for any families that have or have previously had lessons within the academy, so please don't ask them. This is also written into our tutors' contracts.

3. Payment/Fees

3.1 MONTHLY STANDING ORDER: Fees are spread evenly across 10 months and are to be paid by standing order on the 1st of every month. The first payment of each academic year is to be made on 1st September, and the final payment on the 1st June. If the fees are not received on time you will receive one free reminder. If the fees are not then paid within a week of this reminder you will be charged a £25 administration fee and your child's lessons can be cancelled at our discretion until the fees are paid. If you are having trouble paying the fees, please contact us to discuss this.

3.2 CHANGES TO FEES: You will always receive at least six weeks notice of any increase in fees. There will never be more than one price increase in any academic year.

3.3 BANK ACCOUNT DETAILS:

Available on request - please contact our Accounts Manager, Jess.

4. What you can expect from us:

4.1 Tutors will be DBS checked, have Public Liability Insurance (PLI) and will have access to up to date Safeguarding training. They will turn up promptly for lessons, keep parents informed of progress, use inspiring and appropriate music for the pupils, encourage the pupils to expand their musical repertoire and musical knowledge, enter the students for appropriate exams and encourage and prepare them for performing at our regular concerts.

4.2 In addition, the team will write regular updates and vlog/blog posts on the BDMA Vault , put on twice yearly concerts, train and keep tutors developing professionally and personally so they can be the best tutors possible, develop the community of tutors and students and provide help and advice with buying/hiring pianos and other instruments.

4.3 Please be aware we take photos and videos during our concerts and will use these on our social media and websites - **PLEASE LET US KNOW IF YOU DO NOT WANT ANY PICTURES OR VIDEOS OF YOUR CHILD TO BE PUBLISHED.** Tutors may take photos/videos during lessons to aid with practice and musical development, these will only be available for students and parents/guardians - **PLEASE LET US KNOW IF YOU DO NOT WANT TUTORS TO TAKE PHOTOS OR FILM DURING LESSONS.** We will ask for an onboarding photo when you first start lessons with us - this will **ONLY** be used internally.

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