



Terms & Conditions Updated February 2022

1. Payment

- 1.1 Lessons are charged for in blocks of four, payable strictly in advance, by cash or cheque. Lessons are non-refundable and non-transferable. Lessons last 55 minutes.
- 1.2 In the event of a **national lockdown**, prepaid lesson fees will remain valid for 6 months (180 days) from the date of reopening. Teachers will endeavour to contact students, but it is ultimately the duty of the student to contact us to arrange their lesson times once we are open.
- 1.3 Cheques are to be made payable to **Musicland (UK) Ltd.**
- 1.4 Teachers may refuse to teach students who have turned up without payment.

2. Missed lessons, cancellations and termination of lessons

- 2.1 Each student is entitled to four proper cancellations per year, for the period 1 January to 31 December each year. **24 Hours' notice has to be given in all cases**, to count as a cancellation.
- 2.2 Lessons cancelled on the day are always charged for, and do not count towards the four allowable cancellations per year. After four properly cancelled cancellations have been used, additional missed lessons will be charged for.
- 2.3 The school is normally closed for the last three weeks of August, two weeks over Christmas and one week over Easter. **We are always open during mid-term school breaks.**
- 2.4 Students will not be charged for lessons cancelled by Musicland or its staff.
- 2.5 New students can cancel their lessons after the first four lessons. Students who continue beyond the first four lessons, are required to give TWO WEEKS' NOTICE TO TERMINATE. Part-payments (for 1, 2 or 3 lessons) will only be accepted when notice for termination of lessons has been given.
- 2.6 If you have no more lessons paid for, and you do not turn up for your lesson, you may lose your place. It is important to inform your teacher if you cannot attend a lesson.

3. Arrival and departure of students

- 3.1 Please arrive and depart punctually. Do not block our neighbour's driveway.
- 3.2 After 5.30pm parents cannot use the waiting area during lessons.

4. General

- 4.1 We do not offer individual one-to-one lessons, but should there be only one student in a class, the lesson will last for 30 minutes only. We will try to contact the parent to collect their child early, but will safeguard children for the normal 55 minute lesson duration if necessary.
- 4.2 Students should keep their teacher up-to-date with current mobile phone numbers and addresses; as these have to be available in an emergency.
- 4.3 We reserve the right to substitute the regular teacher with a temporary substitute teacher.
- 4.3 Students may not cause harm or damage to equipment on the premises.
- 4.4 Musicland and its staff reserve the right to terminate any student's lessons should they have reasonable cause to do so. Physical or verbal abuse from parents or students will always result in instant termination of lessons without refund.
- 4.4 Should any student wish to contact their teacher, please use the school's 24 hour mobile phone number. Their teacher will return the call or text as soon as possible.

0770 84 84 884

**24 hour mobile phone for text messages/cancellations/bookings/enquiries
422 Bromley Road Downham Bromley BR1 4PL**