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**Terms and Conditions for Private and in School Tuition at Rock On! Music Academy**

**As of Term 1 – 5th September 2022**

The following Terms and Conditions apply to all lesson agreements made between Rock On! Music Academy and its students and the parents / carers of its students. At Rock On! Music Academy we want to be clear and useful with the information we provide to you. Please find below a copy of the terms and conditions for your reference and agreement.

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1. **Term Dates**

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| **Term 1** | **Monday 5th September – Saturday 22nd October 2022**  *(7 Weeks)* |
|  | **Monday 24th October – Saturday 29th October 2022**  *Half Term Week*  *Make Up Lessons (dates TBC)*  *Band Classes (dates TBC)* |
| **Term 2** | **Monday 31st October – Saturday 17th December 2022**  *(7Weeks)* |
|  | **Monday 21st December – Saturday 31st December 2022**  *Christmas Holidays*  *Make Up Lessons (dates TBC)*  *Christmas Holiday Club (dates TBC)* |
| **Term 3** | **Monday 2nd January\* – Saturday 11th February 2023**  *(6 Weeks)*  *\*Bank Holiday 2nd we are open* |
|  | **Monday 13th February – Saturday 18th February 2023**  *Half Term Week*  *Make Up Lessons (dates TBC)*  *Band Classes (dates TBC)* |
| **Term 4** | **Monday 20th February – Saturday 1st April 2023**  *(6 Weeks)* |
|  | **Monday 3rd April 2023 – Saturday 15th April 2023**  *Easter Holidays*  *Make Up Lessons (dates TBC)*  *Easter holiday Club (dates TBC)* |
| **Term 5** | **Monday 17th April – Saturday 27th May 2023**  *(6 weeks)* |
|  | **Monday 29th May – Friday 3 June 2023**  *Half Term Week*  *Make Up Lessons (dates TBC)*  *Band Classes (dates TBC)* |
| **Term 6** | **Monday 5th June – Saturday 22nd July 2023**  *(7 Weeks)* |
|  | **Monday 24th July – Saturday 2nd September**  *Summer Holidays*  *Make Up Lessons (dates TBC)*  *Summer Holiday Club (dates TBC)* |

1. **Communications**

We send out all correspondence via email so please make sure you give us a valid email address and update us if this changes. We will, with your permission, send a text/email reminder of your lesson with 24 hours notice.

1. **Customer Information**

We will ask for your personal information, so we can contact you and tailor your music lessons to you. More details can be found on our privacy policy on our website. Please make sure you let us know if there are any changes.

1. **Timetabling of Lessons**

You will be informed of the lesson day, time and the date of your first lesson before their teaching commences.

4a. Studio-based lessons - if the agreed lesson times or days need to be changed, the customer will be contacted as far in advance as possible and alternative arrangements will be made.

4b. School-based lessons – if the agreed lesson times or day needs to be changed, the customer will be contacted as far in advance as possible and alternative arrangements will be made with the school and the customer for a suitable new lesson time or day.

4c If the agreed School lesson time needs to change to a new time, on the same day of the week and within school hours, the parent/carer will be informed as in advance as possible.

1. **Payments**

Our prices can be found on our information pack, if these are reviewed you will be contacted as far in advance beforehand.

5a. You will be invoiced at the start of each term for all the lessons to be taught for that term.

5b. We have two payment options available;

**Pay in Full** – We would like this to please be paid by the day of your first lesson. Unfortunately, if it’s not paid within two weeks of the first lesson commencing, we will have to pause lessons until an arrangement can be made.

**Pay Weekly** – We would like weekly payments to be made regularly and done before the lesson either online or at the desk.

We accept payment via bank transfer, cash or card transaction at the reception desk, Thank you.

5c. To ensure all payments are settled up before the end of each term, a polite email reminder will be sent out towards the due date of any unpaid invoices.

5d. If no contact has been made via email, a polite phone call reminder will be made also.

5e. Still, if no contact is made via email or phone call, then a letter reminder will be posted to your address, to ensure you are made aware that your invoice is still to be paid.

5f. Rock On! Music Academy starts following up term fees after the due date printed on the invoice, with an assumption of good faith that it is an unintentional mistake.

1. **Duration of the Lesson Agreement - ongoing**

6a. The lesson agreement between Rock On! Music Academy and the customer is a rolling agreement that continues into each new term and new year unless written cancellation is received.

6b. The customers are emailed their invoices at the start of each term, until a cancellation notice is received, as discussed below.

1. **Cooling off period**

There will be a 14 day cooling off period from the date the agreement commences. This will mean if you wish to cancel your agreement for any reason you will not have to give two weeks notice and will not incur two week cancellation fees, you may cancel the agreement via email to [info@rockonmusicacademy.com](mailto:info@rockonmusicacademy.com).

1. **Cancelling the Lesson Agreement**

8a. If the customer wishes to cancel the lesson agreement with Rock On! Music Academy then written notice to info@rockonmusicacademy.com is required.

8b. There is a period of **two weeks notice** required for cancelling an agreement for Studio based lessons and for Schools-based lessons.

8c. If students decide to cancel their agreement having already paid a full terms invoice then only lessons not received outside of the two week’s notice period will be refunded. This is the case for studio-based lessons and school-based lessons.

8d. If Rock On! Music Academy has to cancel a lesson agreement it will endeavour to give two weeks’ notice to the customer. Any lessons remaining after the lessons’ end date will be credited to the customer's account if payment has already been made.

1. **Cancellation Policy**

9a. On occasion, it may not be possible for you to attend a lesson that you have booked. If this is the case, you should inform us in the following way as soon as you are aware you will be unable to attend your lesson:

* Contact via email info@rockonmusicacademy.com or phone 01843 865428 /07579043114.
* Please DON’T inform your teacher – they do not have access to the booking system and are not able to make changes.
* Voicemails can be left and emails can be sent if we are closed

9b. Absence for any reason **under 48 hours notice** of cancellation from the time of your lesson, Studio or Schoolbased, will be charged at the **full lesson rate**.

Absence for any reason **over 48hour notice** will be issued as a **make up lesson credit** to be re arranged for a different time and date.

A make up lesson not used by the end of the term will be carried over into the half term/holidays and you will be offered a date or your make up lesson.

However, we can only offer one make up credit per term. Unfortunately, cancellations due to illness are still subject to our cancellation policy.

1. **Ongoing Absences**

If a student will be absent for more than two weeks for any reason, we will discuss with you your situation and come to an agreement about future lessons.

1. **Tutor Absence**

11a. For Studio-based lessons, if a student’s tutor is unavailable to teach, due to illness or a vehicle/mechanical failure, we will try our best to provide a cover teacher where possible.

11.a.i. If we are unable to arrange cover, we will strive to find an alternative time for your lesson to be made up.

11.a.ii. If we are unable to find a suitable time to make up the lesson, then you will not be charged for the missed lesson.

11b. For School-based lessons, if a student’s tutor is unavailable to teach, due to illness or a vehicle/mechanical failure, we will try our best to provide a cover teacher where possible.

11.b.i If we are unable to provide a cover teacher, we will inform you as soon as possible that the lesson will not be going ahead, and you will not be charged.

1. **Unavoidable cancellations (Schools Lessons only) –**

If the school has an unavoidable event such as a sports day/school closure/teacher strikes/teacher training day/swimming, it is not Rock On! Music Academy’s responsibility to make itself aware of such events.

1. **Emergency Plan**

13a.In the event of a government mandated school closure, the lesson agreement will run up until this date. No further charges for lessons due to be had after this date will be made.

13b. If a student has already paid for the full term of lessons, the lessons unable to go ahead due to such a closure will be refunded

1. **Covid Precautions**

Due to Covid restrictions lifting on 24th Feb 2022 it is no longer mandatory to wear masks, however it is your choice if you wish to do so. We will still provide hand sanitiser and clean down equipment regularly.

1. **Photography & Filming**

15a. If we wish to conduct any filming or photography from time to time, we will inform you beforehand of what we are planning and have you sign a confirmation form giving you the choice to opt in or out for your child being filmed/photographed.

1. **Changes to the Terms and Conditions**

**16**a. The Terms and Conditions described above are agreed to upon enrolment and we may change it at any point, we will end ever to inform you of any changes. A copy of the Terms and Conditions will always be available on our website and can be emailed to you on request.

**Contact Details**

For all enquiries call us on: 01843 865428

Email us on: info@rockonmusicacademy

To find us on facebook: [www.facebook.com/rockonma](http://www.facebook.com/rockonma)

Visit our website: [www.rockonmusicacademy.com](http://www.rockonmusicacademy.com)

Opening Hours: Monday-Friday11am-7pm

Saturday 8am-6pm

Rock On! Music Academy

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Quex Park Estate,

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KENT,

CT7 0BH