

# Havering Music School

## SMC Terms and Conditions

### For Parents

Parents/carers and students are subject to the terms and conditions laid down by Havering Music School as detailed below, and agree by these terms and conditions.

### Saturday Instrumental Tuition

#### Applying and Paying for tuition

1. All lesson requests must be made through Havering Music School.
2. Tuition is ongoing and will continue through a child's career at school until one full calendar months' written notice is given to stop.
3. We provide 36 sessions during the School year comprising of lessons, two Super Saturdays and two concerts.
  - a. The total annual cost of the lessons has been divided into 12 equal payments. These direct debit payments will be continuous throughout the year and will be taken on the 24<sup>th</sup> of every month.
  - b. We are GDPR compliant and our staff are trained on GDPR regulations.
4. Our process for tuition is:
  - a. Parents/Carers apply for lessons via the Havering Music School website or by emailing [musicschool@haverling.gov.uk](mailto:musicschool@haverling.gov.uk)
  - b. A link to the online application form for lessons will be emailed to a parent/carer directly or is available on the website. Once the application is completed, Havering Music School will inform the parent/carer that the student has been placed on a waiting list.
  - c. Once a space becomes available the parent/carer will be emailed with a lesson offer, which can be accepted or declined. This offer will outline the space available, details on how to complete a DDI and when this commence. Lessons will only commence once the payer has completed a DDI. This offer requires the student to be available for the entire Saturday Music Centre (08.25am-12.35pm). Lesson times can change as they reach higher grades or to accommodate teacher availability.
  - d. Once the lesson has been set up a full timetable will be emailed to the parent/carer along with new student information.

#### Lesson Length

1. Our Silver package lesson length for 1-to-1 tuition is 15 minutes and the Gold package is 30 minutes. This includes access to theory lessons and ensembles (up to 1.5 hours for Silver and unlimited for Gold).

### **Cancelling Lessons and Notice Periods**

1. No refunds will be given: the agreement is binding and will continue until it is cancelled.
2. If you wish to cancel your child's lessons, one full calendar months' notice must be given in writing to [musicschool@havering.gov.uk](mailto:musicschool@havering.gov.uk)
3. We require one calendar months' notice to cease tuition. E.g. if you emailed in cancelling lessons on the 2<sup>nd</sup> December, the last payment would be taken on the 24<sup>th</sup> December and the lessons would finish at the end of January. We do require this notice period to inform staff of a change to their salary.
4. Verbal notification by students or the Parent/Carer(s) to HMS Teachers will not be accepted.
5. We understand that on occasion there may be exceptional circumstances under which lessons may stop, be the cause the HMS Teacher, the Centre, the Parent/Carer(s), or the student. These circumstances will be examined by one of Havering Music School's management team on a case-by-case basis.

### **Student Absence**

1. Refunds cannot be given for non-attendance of students.
2. HMS Teachers will make every effort to encourage good attendance.
3. Havering Music School follows the guidelines set out in Havering Council's, Managing Sickness Absence Policy (full copies available on request).

### **Teacher Absence**

1. Where a HMS Teacher is absent, according to the nature of the sickness and providing Havering Music School is notified within good time, we will aim to provide a cover teacher.