

Musicland Music School Terms & Conditions

Terms & Conditions Updated September 2018

1. Payment

- 1.1 Lessons are charged for in blocks of four, payable strictly in advance, by **cash or cheque**. They are non-refundable and non-transferable. Lessons last 55 minutes.
- 1.2 Cheques are to be made payable to Musicland (UK) Ltd
- 1.3 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 1st September to 31st August 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 After the first four lessons have passed, students who then wish to terminate their lessons have to give **TWO WEEKS' NOTICE**.
- 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 5:30 pm the showroom floor will be closed so unfortunately there will not be any internal waiting. Please wait outside the front door and the teacher will bring your child to you at the end of the lesson.

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 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 address and telephone details; as these have to be available in an emergency.
 - 4.3 Occasionally we may substitute the regular teacher with another teacher, as our teachers are also performing musicians.
 - 4.3 Students may not cause harm or damage to equipment on the premises.
 - 4.4 Musicland and its staff have the authority to terminate lessons indefinitely to any student should they have reasonable cause to do so. 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/.**