



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

As of Term 2 – 1st November 2021

The following Terms and Conditions apply to all lesson agreements made between Rock On! Music Academy (“We”) and its students and the parents / carers of its students (“You”). 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 that you have agreed to by signing up with us.

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1. Term Dates

1a. Teaching weeks for Studio-based lessons at Rock on! Music Academy, roughly adhere to the Kent County Council School Term dates unless stated otherwise. Term dates will be sent out at the end of one term for the following term.

1b. School-based lessons may run to a slightly different schedule, depending on how many weeks the school have arranged for us to come in to teach lessons. You will be made aware of the term dates your child is having lessons within school before the start of each term.

1c. At all times it is the responsibility of the customer to be aware of the first and last dates of term at Rock On! Music Academy.

2. Communications

2a. All customers are required to have a valid email address.

2b. All correspondence is sent out to the customer by email.

2c. You may be contacted by phone about an immediate situation about your lesson, or to contact you about any overdue payments only if email correspondence is not working.

2d. It is the responsibility of the customer to make Rock On! Music Academy aware of any changes to their contact details.

2e. We will, with your permission, send a text/email reminder of your lesson with 48hours notice.

3. Customer Information

3a. We ask for your personal information such as student and parent/carer name, address, phone number and email. This is to provide you with services you have enquired about. Please see our privacy policy on our website for more details.

4. Timetabling of Lessons

4a. The customer will be informed of the lesson day, time and the date of their first lesson before their teaching commences, via email.

4b. 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.

4c. 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.

4.c.i. 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.

5. Payments

5a. All prices are found in our information pack and if reviewed you will be contacted as far in advance beforehand.

5b. You will be invoiced at the start of each term for all the lessons to be taught for that term. Invoices must be paid in full at the start of term, by the due date stated on the invoice, unless, an agreement to pay on the date of each lesson via the card machine at the studio or by bank transfer. Cash payment may be taken at the studio.

5c. You will be contacted shortly after your new terms invoice has been issued to discuss how you wish to pay.

5d. If the weekly payment by card machine is referred, there is a 2.5% transaction fee incurred for use of the card machine. This works out at 45p for a half hour lesson and 90p for an hour lesson.

5e. Rock On! Music Academy's bank details are:

Please use your surname as the reference and the invoice number.

5f. If the student commences lesson's part way through a term, the remainder of that term will be billed in full and payment must be received within one week or an agreement to pay weekly on the date of each lesson via the card machine at the studio or bank transfer.

5g. 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.

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

5.g.ii. 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.

5h. 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.

6. 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.

7. Cancelling the Lesson Agreement

7a. If the customer wishes to cancel the lesson agreement with Rock On! Music Academy then written notice to info@rockonmusicacademy.com is required.

7b. There is a period of **two weeks notice** required for cancelling an agreement for Studio based lessons and for Schools-based lessons.

7c. 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.

7d. 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.

8. Cancellation Policy

8a. 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.
- 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 (Opening hours are Monday – Sunday 8am-8pm)

8b. Anything **under 24hours notice** of cancellation from the time of your lesson, Studio or School-based, will be charged at the full lesson rate. Unfortunately, cancellations due to illness are still subject to our cancellation policy.

8c. For studio-based lessons we will always try and offer alternative lessons for cancellations when given over 24 hours' notice, if we have availability.

8d. For school-based lessons, we are un-able to re-arrange an alternative lesson day and time for any cancellations. If a cancellation is under 24hrs from the time the lesson is due to start then the full amount will be chargeable. If cancellation over 24hours notice is given then the student will not be charged.

8e. If the student has Covid, so unable to make their lesson, then it is non-chargeable for under 24hours notice.

9. Ongoing Absences

9a. If a student will be absent for more than three weeks due to medical reasons, we will discuss with you your situation and come to an agreement about future lessons.

10. Tutor Absence

10a. 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.

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

10.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.

10b. 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.

10.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.

11. Unavoidable cancellations (Schools Lessons only) –

11a. 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. It is the responsibility of the school contact to inform us ahead of the new term.

12. Emergency Plan

12a. 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.

12b. 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.

13. Covid Precautions

13a. All visitors to Rock On! Music Academy will adhere to government guidelines for face-to-face teaching.

- Social Distancing
- Wearing a mask is personal choice although it is no longer mandatory
- Sanitising hands before your lesson
- Teachers to wipe down surfaces in-between students' lessons

13b. If you have any of the following symptoms please do not come into the school:-

- High temperature
- New, continuous cough
- Loss of taste or smell

13c. In the event of any person who has been to Rock On! Music Academy and tested positive with Covid-19, please notify us. We can then contact the relevant people and give guidance for the next steps. Our guidance follows all current NHS guidance.

14. Photography & Filming

14a. 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.

15. Changes to the Terms and Conditions

15a. The Terms and Conditions described above are agreed to upon enrolment and we may change it at any point without providing notice to the customer. 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

Visit our website: www.rockonmusicacademy.com

Opening Hours: Monday-Sunday 8am-8pm

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