



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

As of Term 5 – 15th April 2024

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.

1. Communications
2. Customer Information
3. Timetabling of Lessons
4. Payments
5. Duration of Lesson Agreement-on going
6. Cooling off Period
7. Cancelling the Lesson Agreement
8. Cancellation Policy
9. Ongoing absences
10. Tutor Absences
11. Unavoidable cancellations (school lessons only)
12. Emergency Plans
13. Covid Precautions
14. Photography and Filming
15. Changes to the Terms and Conditions

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 send an email reminder of your lesson with 24 hours beforehand.

2. 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.

3. Timetabling of Lessons

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

3a. 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.

3b. 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.

3c. 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.

4. Payments

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

4a. You will be invoiced before the start of each term for the lessons in that term. We ask for payment in full to be paid no later than by the second week of term. Unfortunately, if it's not paid within two weeks, we will have to pause lessons until an arrangement can be made.

We accept payment via bank transfer or card transaction, Thank you.

4b. 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.

4c. If no contact has been made via email, a polite phone call reminder will be made also.

4d. 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.

4e. 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.

5. Duration of the Lesson Agreement - ongoing

5a. 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.

5b. The customers are emailed their invoices at the start of each term, until a cancellation notice is received, as discussed below.

6. 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 cancellations@rockonmusicacademy.com.

7. Cancelling the Lesson Agreement

7a. If the customer wishes to cancel the lesson agreement with Rock On! Music Academy then written notice to cancellations@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

Unfortunately, we cannot offer cancellations for any reason for lessons during the term.

9. 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.

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) –

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.

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

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.

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 you/your child being filmed/photographed.

15. Changes to the Terms and Conditions

The Terms and Conditions described above are agreed to upon enrolment and we may change it at any point, we will endeavour 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

Visit our website: www.rockonmusicacademy.com

Opening Hours: Monday-Friday 1pm-7pm

Saturday 9am-2pm

Rock On! Music Academy

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