

LEN TYLER MUSIC SCHOOL
TERMS & CONDITIONS as at 14 June 2017

1. We commit to your child from their first lesson with us for as long as they continue to benefit from lessons (at least to upper primary). With this in mind your child's place is confirmed and reserved in the same class for the rest of this academic year. Unless we hear from you to the contrary in advance, we will assume you require the place for the whole academic year. If you need to stop or change class for any reason please let us know in advance giving at least four (4) weeks' notice in writing to the office. *(Please note that it is not enough to just tell the class teacher)*
2. If you do not return after a break (any half term, Easter or Christmas) and do not tell us you will be required to pay for the first four (4) lessons of that set of lessons as your child's place will be reserved for these four weeks.
3. Completed registration form and payment is required before attending the first class for insurance and administrative purposes. Please remember to sign the form as this shows your compliance with our Terms and Conditions. Please either send a hard copy of the registration form to our office address (on the form) or return the registration form by email with a covering email. Your email is accepted in lieu of a hard copy signature and shows your compliance with our terms and conditions.
4. Payments are accepted by bank transfer, cheque or cash. We are unable to accept payment by card.
5. The Music School will be using moving and still photography and sound recordings during lessons for teacher training, promotional, and other use including website and social media. By applying for a place you are giving your agreement. **If this matter is an issue for you please contact the office.**
6. Once enrolled into the Music School, fees are payable termly in advance before or at the first class of each term. All fees received by the end of the first week of term can be paid at the discounted rate for prompt payers. Any fees received after this date will be at the higher rate to cover our additional costs. If you have any problems with payment, please speak to the Office. There are inevitably ways in which we can help.
7. We do run a "Try With Confidence" system when you first start which means that if you wish to withdraw after attending three times, we guarantee to refund all your money. This gives you a way to try our classes without being financially trapped and allows your child some time to settle in. If you decide to just attend for one or two classes you will be required to pay for them and the admin charge.
8. We try to avoid making refunds for occasional missed classes as this would increase the cost of classes for everyone. If you know that you are going to miss three or more classes, please speak to us in advance as we may be able to come to some kind of arrangement.
9. We do not normally offer the option to attend a different class if you are unable to make your usual class that week as this can be unsettling for all concerned.

14 June 2017

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