



Schools Music Tuition Terms & Conditions

Effective from 1st September 2026

Introduction

Welcome to Anthem Music School! We're delighted that you've chosen to join us and can't wait to be part of your child's musical journey.

These Terms and Conditions apply to all music tuition delivered by Anthem Music School within our partner schools and form the agreement between Anthem Music School and the parent/carer (or student where appropriate) upon enrolment.

They explain how our Schools Music Tuition programme operates, including lesson delivery, payments, absences and cancellations, helping to ensure that we provide a consistent and enjoyable experience for all students, families, teachers and partner schools.

By enrolling for music tuition, you agree to the Terms and Conditions outlined within this document.

1. Teaching Weeks & Term Dates

Music tuition takes place during the school term dates agreed between Anthem Music School and each of our partner schools. The number of lessons delivered throughout the academic year will vary between schools and will be communicated at the point of enrolment. This is typically between 36 and 39 teaching weeks per academic year.

Lessons are scheduled on a weekly basis and will automatically continue from term to term unless cancelled in accordance with these Terms and Conditions.

2. Lesson Times & Timetables

Lessons are offered on an individual or group basis and are scheduled in partnership with each school based upon the needs of the student and the tuition being provided.

Anthem Music School will determine appropriate groupings for students enrolled in group classes based upon age, ability and availability. Where a suitable group class is not available, an alternative lesson arrangement may be offered.

Lessons take place during the school day and may be scheduled before school, during lesson time, at break/lunch times or after school depending upon the arrangements with each partner school.

Lesson times may rotate throughout the academic year in order to minimise disruption to curriculum subjects. Timetables may also change throughout the year due to student numbers, school requirements, staffing arrangements or other operational needs. Wherever possible, advance notice will be provided of any significant timetable changes.

We understand that some students may require lessons to take place at a particular time each week and will always do our very best to accommodate these requests. Whilst we will endeavour to maintain agreed lesson times wherever possible, there may occasionally be circumstances outside of our control which require lessons to be moved to an alternative time. Where this happens, we will always aim to provide as much notice as possible. Changes to a lesson time will not constitute a missed or cancelled lesson and will not result in a refund, Make Up Credit or Catch Up Lesson being issued.

Students are expected to arrive promptly for their scheduled lesson and are responsible for making their own way to and from the lesson room unless alternative arrangements have been made by their school.

3. Fees & Payments

Current tuition fees are available upon request and will be confirmed at the point of enrolment.

Tuition fees are payable upon receipt of an invoice sent to the parent/carer via email. Depending upon the arrangements with each partner school, invoices may be issued on a termly or half-termly basis. Payment should be made by the due date stated on the invoice using the payment methods provided.

Payment of tuition fees secures a student's lesson space for the relevant teaching period. Students will be allocated a lesson space as soon as possible following enrolment and receipt of payment.

Music tuition is scheduled and invoiced for an agreed teaching period. Tuition fees are therefore not calculated on a lesson-by-lesson basis and choosing not to attend particular lessons within an invoiced teaching period will not affect the tuition fees payable.

Where payment has not been received by the stated due date, Anthem Music School reserves the right to suspend tuition until the outstanding balance has been paid.

Lessons missed as a result of late or non-payment will not be refunded, credited or rearranged. Tuition will recommence once payment has been received, subject to lesson availability.

Tuition fees are reviewed annually and Anthem Music School reserves the right to amend its fees from time to time. Families will be given reasonable notice of any changes to tuition fees.

4. Student Absence

If a student is unable to attend their scheduled lesson for any reason, including illness, school trips, examinations or other school activities, the lesson must be cancelled via the Anthem Music School Student Portal at the earliest opportunity.

Parents/carers are responsible for informing Anthem Music School of any planned or unplanned absences from tuition. Whilst we work closely with our partner schools, Anthem Music School is not routinely informed of pupil absences, school trips, examinations or other school activities which may affect a student's attendance at their lesson. We are therefore unable to assume that information provided to a school has also been shared with Anthem Music School.

We understand that children occasionally become unwell and that family plans can unexpectedly change. Whilst we will always do our best to help where possible, due to the nature of tuition taking place during the school day we are not always able to rearrange missed lessons.

Students receiving individual lessons may be eligible for a Make Up Credit where their lesson has been cancelled via the Student Portal with a minimum of 48 hours' notice. Make Up Credits are not available for students enrolled in group lessons or where sufficient notice has not been provided.

Each student is permitted a maximum of six Make Up Credits per calendar year (January - December). Make Up Credits must be redeemed within 90 days of being issued and are subject to lesson availability. Catch Up Lessons will ordinarily be booked for the same instrument and class type as the original lesson unless otherwise agreed by Anthem Music School. Where a Make Up Credit is used to book a Catch Up Lesson and that lesson is subsequently missed or cancelled, no additional Make Up Credit will be issued.

Anthem Music School will always endeavour to accommodate Catch Up Lesson requests wherever possible, however these remain subject to teacher availability and lesson availability within our timetable and cannot be guaranteed.

Lessons cancelled outside of the Student Portal will not be eligible for a Make Up Credit unless otherwise agreed by Anthem Music School.

5. Teacher Absence & Cover Arrangements

We recognise that consistency is incredibly important for our students and will always endeavour to provide lessons with their regular teacher wherever possible.

There may occasionally be circumstances where a student's regular teacher is unavailable due to illness, annual leave, training, staffing changes or other operational requirements. In these situations, Anthem Music School may make reasonable alternative arrangements in

order to deliver the student's tuition. This may include providing an appropriately qualified cover teacher, rescheduling lessons, extending the duration of a future lesson or making other suitable arrangements where necessary.

Wherever possible, we will provide advance notice of any changes to a student's regular teacher or lesson arrangements. However, there may occasionally be circumstances where this is not possible.

Lessons delivered as part of these alternative arrangements will be considered as the student's scheduled lesson entitlement and will not constitute a cancelled lesson. As such, refunds, lesson credits or catch up lessons will not be issued where tuition has been provided.

6. Cancellation of Lessons

Music tuition is provided on an ongoing basis and will automatically continue from term to term unless cancelled in accordance with these Terms and Conditions.

Four weeks' written notice is required should you wish to cancel lessons. Notice must be provided directly to the Anthem Music School office and not to your child's teacher or school.

Tuition fees remain payable throughout the four week notice period regardless of attendance. Where a student chooses not to attend lessons during their notice period, missed lessons will not be eligible for a Make Up Credit or Catch Up Lesson.

Verbal notice will not be considered sufficient notice of cancellation unless subsequently confirmed in writing to the Anthem Music School office.

Any Make Up Credits remaining on a student's account will expire on the student's final day of enrolment unless otherwise agreed by Anthem Music School.

Anthem Music School does not offer a pause option for tuition. Where a longer break from tuition is required, families should either continue their enrolment or provide notice in accordance with these Terms and Conditions.

In exceptional circumstances, Anthem Music School reserves the right to terminate a student's lesson agreement with immediate effect. This may include (but is not limited to) damage to Anthem Music School property, inappropriate or abusive behaviour towards Anthem Music School staff, teachers or students, or any other exceptional circumstance which Anthem Music School reasonably believes warrants the immediate termination of tuition. In these circumstances, no refund, Make Up Credit or Catch Up Lesson will be provided for any outstanding tuition.

7. Photography & Filming

Anthem Music School may occasionally photograph or film lessons, workshops, concerts, performances and other musical activities for appropriate promotional and educational purposes. This may include use on our website, social media channels, printed marketing materials and other Anthem Music School publications.

Media consent preferences are collected at the point of enrolment and may be amended at any time by contacting the Anthem Music School office in writing.

Anthem Music School will always endeavour to use photographs and film appropriately and sensitively and will respect the media consent preferences provided by students and their parent/carer.

8. Communications

Anthem Music School communicates with families via email, SMS, telephone, WhatsApp and the Student Portal. Telephone calls may occasionally be recorded for training, quality assurance and safeguarding purposes.

It is the responsibility of the parent/carer to ensure that their contact details remain accurate and up to date. Anthem Music School cannot accept responsibility for missed communications, overdue payments, missed lessons or any other issues arising as a result of incorrect or outdated contact information.

Parents/carers are responsible for regularly checking communications issued by Anthem Music School relating to their child's tuition. This includes (but is not limited to) communications regarding lesson times, timetables, payments, performances, workshops and other important updates.

From time to time, Anthem Music School may use automated or bulk communication services to send information to families. Whilst we make every effort to ensure our communications are accurate, mistakes may occasionally occur. If you believe you have received incorrect information, please contact the Anthem Music School office so that we can rectify the matter as quickly as possible.

9. Safeguarding & Student Welfare

The safety and wellbeing of our students is of the utmost importance to Anthem Music School. All Anthem Music School teachers are required to undergo appropriate safer recruitment checks and are expected to adhere to our safeguarding and child protection procedures at all times.

Music tuition delivered within our partner schools forms part of the student's normal school day. Students are expected to arrive promptly for their scheduled lesson unless alternative arrangements have been made by their school.

Parents/carers are responsible for informing Anthem Music School of any relevant medical conditions, additional needs or circumstances which may affect their child's tuition, safety or wellbeing. This information should be provided at the point of enrolment or as soon as reasonably practicable should circumstances change.

Anthem Music School reserves the right to make reasonable adjustments to lesson arrangements where necessary to safeguard the welfare of students and staff or otherwise meet the needs of the student and the tuition being provided.

Where there are concerns relating to a student's safety or wellbeing, Anthem Music School reserves the right to share relevant information with the appropriate members of staff at their school in accordance with our safeguarding responsibilities.

All students are expected to behave respectfully towards Anthem Music School staff, teachers, fellow students and school property whilst attending their lessons.

10. Privacy Policy

Anthem Music School is committed to protecting the privacy and security of our students and their families.

We collect and process personal information where necessary to deliver music tuition and provide the best possible experience for our students. This may include information relating to lesson scheduling, attendance, safeguarding, communications, performances and events, payments and the operation of our Student Portal.

Where appropriate, relevant information may be shared with our partner schools in connection with the delivery of tuition and the safeguarding and wellbeing of our students.

Anthem Music School will never sell or share personal information with third parties for their own marketing purposes.

From time to time, we may contact families with information relating to their child's tuition or other services, events and opportunities offered by Anthem Music School. Families may opt out of receiving marketing communications at any time.

By enrolling for tuition, parents/carers acknowledge that Anthem Music School will process personal information for the purposes outlined above. Further information regarding how we collect, store and process personal information can be found within our Privacy Policy, available on our website.

11. Changes to these Terms & Conditions

Anthem Music School reserves the right to make reasonable changes to these Terms and Conditions from time to time. Families will be notified of any significant changes which may affect their child's tuition.

The most up-to-date version of these Terms and Conditions will always be available on our website and may be requested from the Anthem Music School office at any time.

By continuing with tuition following the introduction of any updated Terms and Conditions, families will be deemed to have accepted the revised agreement.

12. Contact Details

If you have any questions regarding your child's tuition or these Terms and Conditions, please don't hesitate to get in touch.

Anthem Music School

Email: schools@anthemtuition.co.uk

Telephone: 07480 780009

Thank you for choosing Anthem Music School.

We're looking forward to helping your child grow in confidence, develop their musical skills and, most importantly, have lots of fun along the way.

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