

The logo for Anthem Music School, featuring the words "ANTHEM MUSIC SCHOOL" in white, uppercase, sans-serif font, stacked vertically within a solid black square.

ANTHEM  
MUSIC  
SCHOOL

**TERMS AND CONDITIONS FOR ANTHEM TUITION LTD.**

In relation to tuition delivered in schools in person or online  
as of  
1st August, 2021

**1. Term Dates**

- 1.1. Teaching weeks run in line with the school term dates. The amount of lessons the student will be scheduled for across the school year/per term will be clarified upon signing up for lessons. This tends to range between 30-37 weeks per year depending on the school.
- 1.2. Lessons are scheduled on a weekly basis.

**2. Teaching**

- 2.1. Lessons are offered on an individual or a group basis for a lesson duration of 20 or 30 minutes.
- 2.2. Anthem Tuition will decide appropriate grouping of pupils who have opted for group classes based on age and ability. Where a suitable class is not available, individual lessons may be offered as an alternative.
- 2.3. Lessons take place in school during lesson/break time and in some cases before/after school, as agreed between the instrumental teacher and the school.
- 2.4. Each student's schedule will be available to view from our student portal (details of which will be sent to you upon enrolment). Each student will also have the option to opt in for lesson reminders emailed or texted to parent/carer and/or pupil 24 hours before the scheduled class time.
- 2.5. Students will be responsible for making their own way to the lesson room for the start of each scheduled lesson and will be required to be punctual.

**3. Payments**

- 3.1. Please contact Anthem Tuition for current fees.
- 3.2. Fees are payable upon receipt of your invoice sent to the parent/carer via email. Invoices are sent out on a termly or half termly basis.
- 3.3. Payments are to be made by credit/debit card following the payment instructions on your invoice.
- 3.4. Fees are reviewed annually in September.

**4. Commencing Lessons**

- 4.1. Students will be allocated a lesson or class time as soon as as possible after payment has been received.
- 4.2. The availability of a teacher cannot be guaranteed, especially where a teacher is not currently available on the requested instrument at the school.

**5. Absences**

- 5.1. If the student is unable to attend a lesson, please let Anthem Tuition know at the earliest time possible, either by email, phone or via the student portal (login details are issued on enrolment).
- 5.2. For individual lesson students only - Anthem Tuition will provide a catch up alternative for missed lessons providing lesson cancellations are made via the student portal with a minimum of 48 hours notice (no refunds or lesson credits will be available). The office and tutor will automatically be informed of the student's absence and a make up credit allocated by the system.

- 5.3. Make Up Credits and Catch Up Lessons are only available for students who are scheduled to have individual lessons. Make Up Credits and Catch Up Lessons are not available for group class students.
- 5.4. To book in a catch up lesson please contact the office after your absence for our availability. We will always endeavour to find you a catch up lesson slot but these will be subject to availability.
- 5.5. In the event a tutor is unable to teach, Anthem Tuition will attempt to arrange a cover teacher, or catch up lessons will be arranged on another date/time with the students tutor. We will provide as much notice as possible if there are to be any changes to the tutor or lesson day/time.
- 5.6. If a cover teacher or a catch up lesson cannot be provided, lesson fees for that day will be refunded or deducted from your next payment.
- 5.7. Should you want to stop instrumental/vocal lessons, 4 weeks notice direct to Anthem Tuition (not the teacher) will be required. Lessons will still be payable up until this point. Anthem Tuition will inform you of any final payments to be made, or will refund you any overpayments due.
- 5.8. Anthem Tuition do not offer a 'pause' option for lessons. If the student wants time off from classes, lessons can be cancelled via the student portal and make up credits issued (providing 48 hours notice has been given) or 4 weeks notice can be given to terminate the lesson agreement (see below for Termination of Lessons).

## **6. Catch Up Lessons**

- 6.1. Each student will be permitted a maximum of six make up credits from January-December each year. Make Up Credits can then be used to book in catch up lessons on the same instrument and for the same class type.
- 6.2. Make up credits will expire after 90 days from the date the credit was issued. Catch up lessons must be booked in before the end of the 90 days in order to avoid the credit expiring.
- 6.3. If attendance is cancelled for a catch up lesson, there will be no additional make up credit issued. The lesson is considered forfeited.
- 6.4. A tutor's absence would always be counted as an additional replacement/catch up lesson owed on top of the six make up credits permitted per student per year.

## **7. Duration of the Agreement**

- 7.1. The lesson agreement between AMS and the student is a rolling agreement that continues into each new month and year.

## **8. Termination of Lessons**

- 8.1. If the student wishes to cancel the lesson agreement, 4 weeks written notice must be received by the Anthem Tuition office. Anthem Tuition will then inform you of the student's last lesson date. Any lessons remaining after the end date will be credited to the pupil's account if payment has already been made.
- 8.2. Verbal notice given to the tutor will not be acted upon and is not considered sufficient unless confirmed in writing to the Anthem Tuition office by the student.
- 8.3. Any make up credits remaining on the students account will be inactivated on the last day of the students enrolment with Anthem Tuition.
- 8.4. If, in exceptional circumstances, Anthem Tuition has to cancel the student's lesson due to damage of Anthem Tuition property or harassment of Anthem Tuition staff by the pupil, this may be done with no notice and no credit or refund for any outstanding lessons.

## **9. Photography and Filming**

- 9.1. Anthem Tuition may use film or still photographs of students for appropriate promotional purposes.
- 9.2. You (or your parents if you are under 18 years of age) must inform Anthem Tuition in writing at anytime if you will not allow the use of such images.

## **10. Communications**

- 10.1. Anthem Tuition communicate via email, SMS, phone and WhatsApp.
- 10.2. It is the responsibility of the parent/carer to make Anthem Tuition aware of any changes to their contact details. Anthem Tuition will not be held responsible for any missing communications, late / overdue payments, missed lessons, etc. if this is due to incorrect contact information.

10.3. Due to the size of our student roll, most of Anthem Tuition's communication is done via bulk delivery services. Therefore there is a level of potential error associated with this. If you notice something incorrect, it is not meant offensively. In these cases please let us know via email to [info@anthemtuition.co.uk](mailto:info@anthemtuition.co.uk) so we can rectify the situation as soon as possible.

#### **11. Privacy Policy**

11.1. Any personal information provided to Anthem Tuition will be "processed" (as such terms are defined in the Data Protection Act 2018) by Anthem Tuition for the purposes of administration, research, the provision of teaching services, the organisation of performances and for the administration of Anthem Tuition's statutory obligations under legislation relating to children. Anthem Tuition will not disclose this information to third parties for marketing purposes. Anthem Tuition itself may use this information to provide marketing information about Anthem Tuition. If the Parent/Guardian does not wish to receive marketing information from Anthem Tuition he/she should notify Anthem Tuition in writing.

11.2. By submitting an application form to Anthem Tuition the Parent/Guardian/Student agrees to consent to the use of such Personal Data for the above purposes.

#### **12. Changes to the Terms and Conditions**

12.1. The Terms and Conditions described above are agreed to upon enrolment and may be changed at any point by Anthem Tuition without providing notice to the student. A copy of the Terms and Conditions will always be available on our website and may be emailed to the pupil on request.

#### **Contact Details**

For all enquiries Email: [info@anthemtuition.co.uk](mailto:info@anthemtuition.co.uk)

To call us Phone: 07580 761238

To find us on Facebook: [www.facebook.com/anthemtuition](http://www.facebook.com/anthemtuition)