

# ANTHEM MUSIC SCHOOL

## TERMS AND CONDITIONS FOR ANTHEM TUITION LTD.

In relation to tuition delivered at the Anthem Music School (AMS) in person or online  
as of  
1st January, 2022

### **1. Term Dates**

- 1.1. Teaching weeks at AMS run for 48 weeks of the year with a 2 week break over the summer period and 2 week break over the Christmas period. Term dates will be issued on student enrolment and in the month of September each year for the following Jan-Dec.
- 1.2. At all times it is the responsibility of the pupil to be aware of the lesson schedule and the closure dates at AMS.

### **2. Communications**

- 2.1. AMS communicate via email, SMS, phone and WhatsApp.
- 2.2. It is the responsibility of the pupil to make AMS aware of any changes to their contact details. AMS will not be held responsible for any missing communications, late / overdue payments, missed lessons, etc. if this is due to incorrect contact information.
- 2.3. Due to the size of our student roll, most of AMS' 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.

### **3. Payments**

- 3.1. The total annual fee of 48 lessons per year will be split into 12 equal consecutive monthly instalments.
- 3.2. Details for payments will be emailed to you on enrolment and consist of a one off payment via credit/debit card via our online invoicing system.
- 3.3. Future payments are taken on the 1st of each month using our autopay system powered by Stripe. New enrolments must follow the directions as presented in our welcome email to set up auto payments. This must be done within 1 week of the students first lesson via the student portal or by calling the office with your credit/debit card details.

### **4. Absences**

- 4.1. If the student is unable to attend a lesson, please let AMS know at the earliest time possible, either by email, phone or via the student portal (login details are issued on enrolment).
- 4.2. In order for AMS to provide a catch up alternative for a missed lesson, lesson cancellations must be 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 students absence and a make up credit allocated by the system.
- 4.3. 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 alternative suitable for the students age and ability, but please note these are always subject to availability.
- 4.4. For our Mini Musicians class for 3-4 year olds and Intro to Music class for 5-6 year olds, missed lessons cannot be rescheduled and no refunds will be given for unattended classes.
- 4.5. In the event a tutor is unable to teach, AMS 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.
- 4.6. Should you want to stop instrumental/vocal lessons, 4 weeks notice direct to AMS (not the teacher) will be required. Lessons will still be payable up until this point. AMS will inform you of any final payments to be made, or will refund you any overpayments due.

- 4.7. AMS 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).

#### **5. Catch Up Lessons**

- 5.1. 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. Catch up lessons can be booked in with any of the AMS tutors by contacting the office for availability.
- 5.2. 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.
- 5.3. If attendance is cancelled for a catch up lesson, there will be no additional make up credit issued. The lesson is considered forfeited.
- 5.4. 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.

#### **6. Duration of the Agreement**

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

#### **7. Arrival and Departure of students**

- 7.1. Please arrive on time and also make arrangements to return to pick up students punctually. This enables AMS tutors to make sure other classes are not interrupted.
- 7.2. Parents/Guardians are not permitted inside the classrooms during lessons due to limited space.
- 7.3. Please call the office on 07580 761238 immediately if there are any problems picking up your child on time.
- 7.4. For any students under 18, please inform the office in writing if you give permission for your child to leave the music school without being met by a responsible adult. Any students without permission will not be allowed to leave the premises until collected by a parent/carer.

#### **8. Termination of Lessons**

- 8.1. If the student wishes to cancel the lesson agreement, 4 weeks written notice must be received by the AMS office. AMS 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 AMS 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 at AMS.
- 8.4. If, in exceptional circumstances, AMS has to cancel the student's lesson due to damage of AMS property or harassment of AMS 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. AMS 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 AMS in writing at anytime if you will not allow the use of such images.

#### **10. Privacy Policy**

- 10.1. Any personal information provided to AMS will be "processed" (as such terms are defined in the Data Protection Act 2018) by AMS for the purposes of administration, research, the provision of teaching services, the organisation of performances and for the administration of AMS' statutory obligations under legislation relating to children. AMS will not disclose this information to third parties for marketing purposes. AMS itself may use this information to provide marketing information about AMS. If the Parent/Guardian does not wish to receive marketing information from AMS he/she should notify AMS in writing.
- 10.2. By submitting an application form to AMS the Parent/Carer/Student agrees to consent to the use of such Personal Data for the above purposes.

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

- 11.1. The Terms and Conditions described above are agreed to upon enrolment and may be changed at any point by AMS 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.

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

To call us Phone: 07580 761238

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