

Terms and Conditions of Lessons with Music for Life

Key Points

- Bookings subject to tutor & school confirmation
- 10 lesson notice required for cancellations
- Lessons in school at times agreed with school

Full Terms and Conditions

1. Booking Acceptance

Music for Life will use its best endeavours to arrange your requested course subject to the availability of a tutor and suitable teaching space in school. Should we be unable to make satisfactory arrangements, you will be informed and refunded accordingly.

2. Cancellations

A 10 lesson notice period is required in writing for all cancellations. The notice period enables us to attract some of the very best tutors around to work in local schools but it also recognises that commitment is needed to learn an instrument and that children's interest can go through phases. A notice period ensures that we are able to talk about any concerns or problems that may have arisen - a dip in student motivation, for example - and will help us get things back on track. Should you have paid in full for a longer course in advance and decide to cancel, the overpayment will be refunded to you. If you have opted to pay monthly, your payment plan would simply be stopped the month lessons stop.

If you wish to cancel due to long term student illness or a significant unexpected change in family circumstances, please contact us to discuss as we will always support as best we can. Music for Life may terminate this agreement if lessons are impossible to provide due to circumstances beyond Music for Life's control - e.g. school finds it cannot provide a suitable teaching space, long-term illness of tutor, etc.

3. Lesson Delivery

Lessons take place during school hours at times agreed with the school. This is common practice for instrument lessons provided in schools across the UK. At secondary schools, although the teaching day remains the same, lesson times are changed usually every two weeks to avoid students coming out of class at the same time each week for their instrument lesson. If a lesson outside school hours is the only option, this may be arranged subject to your agreement and being able to find a mutually convenient time.

In the event of lessons not being able to take place in schools due to any measures, for example those implemented to control the spread of Covid-19, please be aware that the course of lessons would continue online at home if you have access to the internet. Music for Life has provided online lessons to thousands of students very successfully this way.

4. Shared Lessons

A shared lesson means 2 pupils sharing 20 minutes. These are great for beginners (not available for piano or drums) but successful progress depends on having a suitable lesson partner; the tutor will pair students of around the same age, learning the same instrument, to a similar standard. If a suitable lesson partner cannot be found, or if your child is the only one in school who has chosen a particular instrument on a shared lesson type, a 10 minute individual lesson will be taught. You may at this point wish to upgrade to an individual 15 or 20 minute lesson, in which case please get in touch with Music for Life to discuss options.

5. Tutors

Tutors are independent specialists and are entirely responsible for their professional duties. Music for Life has no right of direction, control or supervision of tutors' work. Music for Life acts on behalf of parents to recommend and engage suitable tutors and to monitor teaching quality. All tutors must be excellent musicians (minimum Grade 8 or equivalent), DBS checked and pass background checks undertaken by Music for Life. These checks can be found on the Music for Life website. Tutor endorsement by Music for Life is reviewed every year and depends upon tutors meeting high professional standards. Performance indicators include but not limited to: low student 'drop-out' rates, detailed analysis of feedback from parents, students and schools, evident commitment to professional development, lesson observations, and exam results. Music for Life will withdraw tutor endorsement if not satisfied that a tutor is providing high quality tuition to a professional standard.

6. Progress, Practice and Communication

Progress is dependent on practice at home. Students will be provided with a Practice Diary where tutors will use to record practice targets and weekly progress. Each tutor will provide details with their recommended practice length for you, based on student's age and standard. To ensure progression is possible, please follow the tutors' recommendations. If you have any concerns at any point with regards to progress, please get in touch directly with Music for Life and we will help wherever possible.

7. Examinations

Tutors may arrange independent examination entries for their students in consultation with parents. Exam results achieved by Music for Life students are consistently outstanding. NOTE: It is less common for guitar, drum & keyboard students to take exams but please ask if you would like further information about this.

8. Student Absence

A charge will be made for a scheduled lesson when the tutor is present to teach but the student does not attend. However, if you inform us of student absence 48 hours before a scheduled lesson (due to school trip, student illness etc), the tutor may be able to reschedule the lesson or teach a 'double' lesson at a different time. Anything less than 48 hours notice, the lesson will be forfeited. In the case of a longer-term student absence due to illness, provided you inform us, the course will be suspended and resumed when you inform us it is fine to do so. Please note that scheduled lessons missed due to family holidays taken during term time will be forfeited.

9. Tutor Absence

As the school year is 5 weeks longer than Music for Life's longest course, there will be some lesson free weeks. This leeway allows the tutor to provide the full number of lessons booked despite occasional inevitable absence due to illness or school cancellations due to things such as SATS week or snow days. There are very rare occasions when we may find that unforeseen circumstances mean that a particular tutor is not able to complete a student's course in full - for example, in cases of recurring short-term tutor absences due to illness. In those cases, a refund for any shortfall in lessons provided will be made by Music for Life at the end of the course if no replacement or cover tutor is found.

10. Problems with Payment

Should it appear that payments are not being made in accordance with this agreement, Music for Life will draw this to your attention and ask that you rectify matters. Should there be a problem due to a change in circumstance, Music for Life will provide details of funding options for you to explore in the hope that lessons can continue. If payments cannot be made by the end of the month, lessons will be suspended until payment has been made and potentially cancelled completely if payment cannot be made.

11. Privacy

We are committed to safeguarding the privacy of our clients and website visitors. Personal details are collected via a secure, encrypted webpage and then stored on a password protected server. Music for Life does not store or process credit or debit card details (other than the last four digits of your card number) and details go directly to a financially regulated card payment service provider over an encrypted webpage. We will share information with the card payment provider only to the extent necessary for the purposes of processing payments you make via our website, refunding such payments and dealing with complaints and queries relating to such payments and refunds. Please be aware that despite the stringent measures we take to ensure security, we cannot guarantee that unauthorised third parties will never be able to defeat the measures we have taken or use such personal information for improper purposes. You acknowledge that you provide personal information at your own risk. Personal information you provide to us such as name, address, telephone number and e-mail address will NOT be released by us to any entities or individuals outside of Music for Life without your express permission. Music for Life is registered as a Data Controller with the Information Commissioner's Office (ICO) under Data Protection Regulations. You can see more about our use of personal data by visiting the ICO website and reading the public register - <https://ico.org.uk/esdwebpages/search> - by searching using our registration number ZA083957, or alternatively do contact us for further information.

A handwritten signature in black ink, appearing to read "DGP", with a stylized flourish at the end.

Dan Gooch-Peters
Managing Director - Music for Life