



**TERMS & CONDITIONS: 1 JANUARY 2023
ONLINE LESSONS FEES**

PRICING OPTIONS (INCLUDING BLOCK BOOKING DISCOUNT FOR WHOLE TERM)

Option 1: £43.00 per hour; £32.50 - 45 mins; £21.50.00 - 30 min; £14.50.00 - 20 mins
No cancellations are credited

Option 2: £46.00.00 per hour; £34.50.00 - 45 mins; £23.00 30 mins; £15.50.00 - 20 mins
One authorised cancellation per term credited to your account subject to 48 hours' notice being given
(Please see Cancellation Policy under Clause iii)

AD HOC LESSONS

£52.00 per hour; £39.00 - 45 mins; £26.00 – 30 mins; £17.50 – 20 mins
Teacher/day/time is not reserved and subject to availability at the time of booking
No cancellations are credited

ii) Payment a) Students enrol for each term of lessons (10-15 weeks depending on term length). To secure a student's place, fees are payable in advance and invoices are sent ahead of each term. Fees must be paid in advance which can be paid in two instalments if required, the first before the start of the term and the second before the end of the half term break

b) Fees **MUST** be paid within the due date stated on the invoice by direct transfer to SWS Music. In case of non-payment after 10 days from the due date, a penalty charge of £20.00 will be invoiced. Failure to pay the invoice and penalty charge within 5 days will result in the student losing their place for the following term

c) Written notification of withdrawal or of any change for the following term must be given to SWS Music **at least 3 weeks before the end of the current half term**. Failure to give three weeks' notice may result in next half or full term's fees being due.

d) Costs associated with grade exams; books; purchase/hire of instruments will be invoiced separately

e) A 5% reduction is offered to Family Members taking individual lessons of a combined total of over 60 minutes unless payment is made via childcare vouchers

f) A 10% reduction is offered to students with special needs and students aged over 60 if lessons are taken before 3 p.m. on weekdays

g) One discount is applicable per student, when a student qualifies for different discounts, the highest rate will be applied



iii) Cancellation/Reschedule Policy a) Lessons booked under Option 2 are entitled to one cancellation per term subject to 48 hours' notice being given

b) No cash refunds are made, the cancelled lesson will be credited to your account and deducted from the next invoice

c) We will endeavour to reschedule one lesson per term subject to a mutually convenient day/time being available

iv) Introductory Courses a) Introductory courses are available to new students only and are restricted to one per student

b) Lessons should be taken on the same day and at the same time for 3 weeks consecutively

c) No lessons can automatically be credited or rescheduled in the event of a cancellation

d) Payment should be in advance of lessons

v) General Conditions a) Our Policies are available on our website. You are required to read them before enrolling your child. By enrolling your child at SWS Music you agree to the school policies

b) SWS Music is not obliged to rearrange lessons cancelled by the student (including but not limited to sickness, physical injuries, medical appointments, holiday period extended or if the student's school terms differ from those of SWS Music). Missed lessons are due and cannot be reimbursed

c) Parents are asked not to bring sick children into the school. A student who is unwell during a lesson will be taken to reception and the parent will be called

d) In the event that a teacher cannot attend a lesson, we will endeavour to provide a deputy, if this is not possible the lesson will be rescheduled at a mutually convenient time to be agreed by the student/parent and SWS Music

e) Whilst SWS Music endeavours to ensure continuity of teaching during the term, we reserve the right to change teachers at short notice in exceptional circumstances

f) If for unseen circumstances that are outside of the control of SWS Music we are unable to provide lessons, no refund will be given

g) Any student who demonstrates unacceptable behaviour during the lesson will be dealt with in accordance with our Behaviour and Discipline Policy which can be found on our school website. Please note that persistent inappropriate behaviour could result in permanent exclusion from SWS Music

h) Parents are welcome to remain in the waiting rooms whilst a lesson is undertaken, we would ask that noise levels be kept to a minimum out of respect for students taking lessons. For health and safety reasons any accompanying children should not be allowed to run around the building and/or cause any disruption to ongoing lessons. Entry to lesson rooms is strictly prohibited unless a teacher or other SWS Music staff member has given permission



i) Parents **MUST** inform the school by phone in case of any delays in collecting their child from the school

j) Dogs (with the exception of Guide and Assistance dogs) are forbidden on SWS Music premises.

k) Smoking in/on SWS Music premises is also prohibited

l) Parents authorise SWS Music to administer first aid if necessary and to transport a child to any place recommended by medical/police authorities in an emergency if we cannot contact the parents

m) SWS Music is not responsible for the damage, loss or theft of instruments belongings, we would strongly advise that you take out appropriate insurance. cases, books and belongings brought to SWS Music must be clearly labelled

vi) Data Protection a) We collect information about you and your child when you enrol for our regulatory, teaching and insurance records, this includes, but is not limited to, name, address, date of birth, level of experience and contacting you in case of emergency

b) You will receive communication from SWS Music, mainly by email, regarding events, forthcoming exams and other relevant communications which are a necessary part of school life. By registering with SWS Music you accept to receive these communications

c) Data sharing: We never share your data with any other third party except for ABRSM, Trinity, RGT or equivalent examining boards. Outside of these organisations we will only share your data if required by law or to assist fraud protection and minimise credit risk. You have the right to be forgotten when you leave the school, please email info@swsmusic.co.uk

d) By registering for lessons or by attending/participating in events organised by SWS Music, parents and students grant permission for photographs and other images of him/herself to be used for publicity purposes on and offline. These images will not be sold, distributed or used beyond SWS Music activities. Should you not want images of your child(ren) to be used, please send a written email notification to info@swsmusic.co.uk

e) Any photos/videos taken at SWS Music events should be strictly for personal use only. Please note that photographs and/or videos should not be published (including on social media) with the explicit consent of each person recorded and, in the case of a child, with the explicit consent of his/her parent(s)

vii) Acceptance of Terms & Conditions a) The booking of lessons is considered to be acceptance of SWS Terms and Conditions as set out in this document