

## TERMS & CONDITIONS – ONLINE LESSONS January 2024

### PRICING OPTIONS INCLUDING DISCOUNT FOR BLOCK BOOKING

#### Option 1

£44.00 per hour £33.00 - 45 minutes £22.00 - 30 minutes

- No cancellations are refunded
- Allowed one lesson to be rescheduled subject to teacher availability at a mutually convenient time

#### Option 2

£47.00 per hour £35.50- 45 minutes £23.50 - 30 minutes

- One authorised cancellation credited per term (see cancellation policy below)
- Allowed one lesson to be rescheduled subject to teacher availability at a mutually convenient time

### AD HOC LESSONS

£50.00 per hour £37.50 - 45 minutes £25.00 - 30 minutes

- Teacher/day/time is not reserved and subject to availability at the time of booking
- No cancellations are refunded

### 1. Fees Payment

1i Students enrol for each half term of lessons (5-8 weeks depending on term length). Fees are payable each half term.

1ii To secure a student's place, fees are payable in advance and invoices are sent ahead of each half term. Fees **MUST** be paid within the due date stated on the invoice by direct transfer to London Maestros Music Academy. 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.

1iii **Written notification of withdrawal or any change for the following term must be given to London Maestros Music Academy at least 3 weeks before the end of the previous term. Failure to give three weeks' notice will result in next term's fees being due.**

1iv Costs associated with grade exams will be invoiced separately.

1v Costs associated with instrument and equipment hire and books will be invoiced separately.

1vi A 5% reduction is offered to Family Members taking individual lessons except for payment via childcare vouchers.

1vii A 10% reduction is offered to all students provided their lesson **ends** by 3pm weekdays during term time.

1viii A 10% reduction is offer to students aged over 60 years provided their lesson **ends** by 3pm weekdays during term time.

## 2. General Conditions

2i Our policies are available on our school website. You are required to read them before enrolling your child. By enrolling your child at London Maestros Music Academy you agree to the school policies.

2ii London Maestros Music Academy 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 London Maestros Music Academy). Missed lessons are due and cannot be reimbursed.

2iii Under Option 2 at least 48 hours' notification of cancellation is required.

2iv Parents are asked not to insist on a lesson if their child is ill, should a teacher feel the child is too ill for a lesson to take place he/she will discontinue the lesson.

2v 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 London Maestros Music Academy.

2vi Whilst London Maestros Music Academy endeavours to ensure continuity of teaching during the term, we reserve the right to change teachers at short notice in exceptional circumstances.

2vii If for unseen circumstances that are outside of the control of London Maestros Music Academy we are unable to provide lessons, no refund will be given.

2viii 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 London Maestros Music Academy.

2ix Parents/Guardian should always be present in the home during the lesson.

## 3. Data Protection

3i We collect information about you and your child when you enrol for our regulatory 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.

3ii You will receive communication from London Maestros Music Academy, mainly by email, regarding events, forthcoming exams and other relevant communications which are a necessary part of school life. By registering with London Maestros Music Academy you accept to receive these communications.

3iii 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 [admin@londonmaestros.com](mailto:admin@londonmaestros.com)

3iv By registering for lessons or by attending/participating in events organised by London Maestros Music Academy, 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 London Maestros Music Academy activities. Should you not want images of your child(ren) to be used, please send a written email notification to [admin@londonmaestros.com](mailto:admin@londonmaestros.com)

3v Any photos/videos taken at London Maestros Music Academy events should be strictly for personal use only. Please note that photographs and/or videos should not be published (including on social media) without the explicit consent of each person recorded and, in the case of a child, with the explicit consent of their parents.

London Maestros Music Academy  
January 2024