

BY ENROLLING INTO CLASSES AT INSPIRE MUSIC SCHOOL YOU ARE AGREEING TO ADHERE TO THE SCHOOLS POLICIES IN FULL

## Practice

1. All students are to fill out their practice logs as they practice. This is not to be done during lessons and please do not include your lessons in your practice totals as it is not independent practice.
2. Failure to practice at home will mean falling behind the pace of the class and may prevent the student from progressing.
3. Students or parents of students who are struggling to practice should speak to the teacher in person. All reasons for not practicing will be taken into account and your teacher will provide help to resolve and improve the practice at home.
4. The above policies are expected to be followed by all our students. They exist to ensure that everyone enjoys playing their instrument, and that everyone receives the most from their lessons.

## Lateness: Pro & Annual Plans

Students are to log into their lessons on time, If for whatever reason they are late including technical issues, they are to wait to be let in out of fairness to other attendees

## Payments

Basic & Pro Plans.

1. Your fees are calculated as a yearly fee broken down into 12 monthly payments (see your enrollment for the current monthly rate) and are calculated over the weeks the school is open throughout the year to account for the school closures.
2. Payments will be taken by the Go-Cardless debit system.
3. Should your payment bounce you may incur late payment fees (see below). Parents & students are responsible for ensuring their elected account has sufficient funds to complete the transaction.
4. Cash, Cheque & Amex are not accepted for payment.
5. Payments may not be made weekly by card.
6. Should a student wish to withdraw from the school in the middle of their pre-paid month, they are free to attend the remainder of the prepaid lessons or any benefits granted during that time. These lessons are not refundable.
7. Inspire Music Ltd reviews its fees yearly and students can expect their fee to adjust on an annual basis. Students & Parents will be notified of these occurrences in advance.
8. Early membership cancellation without observing notice will also incur extra admin charges. ( See Below)

Annual Plans

1. Members will be charged on the anniversary date of their membership starting
2. We require 1 full month's notice IN ADVANCE of anniversary payments if the students don't

wish to renew. Refunds may not be granted after the payments are processed.

3. Refunds can be granted up to 24hrs of the commencement of the first online lesson. After this time, all sales are final.

Current Penalty charges are outlined below..

Charge Event	Charge Amount
Bounced Subscription Payment.	£12 Per Bounced Payment on top of payment bounced.
Cancelation without notice	£50 admin fee on top of months notice payment
Refusal to pay fees owed.	£50 admin cancellation fee+£60 debt registration fee + the total owed in class fees + 10% collection fee + further fees to third party collection service (tbc by 3rd party collection service). These fees are subject to increase if remain unpaid for 90 days.

## Refunds Policy

PLEASE NOTE, FEES ARE NON REFUNDABLE ONCE PAYMENTS ARE PROCESSED.

## Missed Lesson Policy For Pro & Annual Members

If a student misses their lessons for whatever reason they can watch their lesson back at a later date to catch up.

## School Holidays

The school is open for 41 weeks of the year. Closures that make up the remainder of the schools holidays will for fall in accordance with public schools in the local area\*\*\*\*

## Media Policy

From time to time, we take photos, video, or audio recordings of students playing. This is in part for the student's own benefit as it gives a measurable sense of progress to see/hear yourself in different stages of development. All images and recordings will be archived, and you will be able to obtain a copy directly from your teacher. These may also be posted on our Facebook page, YouTube, Soundcloud, or other relevant social media sites, because we believe that good things are worth sharing. If you do not want your image/your child's image to be used online, please let us know.

# Group Classes Pro & Annual Members

1. Class times are subject to availability.
2. Class times are matched by age and ability in every instance.
3. Class times are set and a student is expected to attend at their time which is agreed by the school and the student directly.
4. Inspire Music School does not offer one to one tuition exclusively.
5. Changes to class times may be requested in limited circumstances but please bear in mind that availability is always at the discretion of Inspire Music School and we cannot promise that a new class will be available.
6. Inspire Music School reserves the right to hire teachers as needed. This might mean the students receive a new teacher should the demand for classes grow.
7. Inspire Music School reserves the right to change class times in the event of a teachers contract being ended by either party.

## Exam Classes

1. By entering into an exam, the student agrees to practice the relevant material for their grade in full to the best of their ability.
2. Inspire Music School acts solely as an education facility that teaches RGT exam material and cannot carry out the exams themselves.
3. It is the responsibility of the student to practice and prepare for their exam. Inspire Music School cannot accept responsibility for poor performance during an exam session resulting in a fail grade. Inspire Music School will always strive to communicate the required material to the highest standards to ensure the best chances of success.
4. Inspire Music School is not responsible for decisions in grading students during exams. Exams are carried out by appointed examiners from the RGT exam board. We cannot influence or challenge the final decision of an examiner.
5. Students are required to attend **every lesson** at the announced lesson time in preparation for their exams. Excluding incidents of sickness, injury or bereavement exam lessons are exempt from the Inspire Music Schools general catch up class policy. Failure to attend may affect the students' results in their final exam grades. **Parents are to see the exam class dates prior to enrolling.**
6. Students are required to arrive at their class on time and prepared for their session.
7. Inspire Music School cannot change or alter prices of official RGT exam booklets or RGT exam entry fees which are set out by the exam board themselves.
8. Payments for exams can be made via online free online Bank Transfer or by Debit Card at the school in person. Cash or Cheque payments are not accepted. Please note that payments made by Debit Card at

the school are subject to an additional 1.75%\* service charge.

9. Fees are to be paid in full prior to the first session. A cut off date for entry will be stipulated by Inspire Music School to ensure relevant materials can be ordered in time for the students first lesson.

10. Lesson & handbook fees are non refundable. Exam fees are held by RGT @ LCM. Parent's who require a refund for the exam fee for whatever reason are to contact RGT directly.

11. Students or Parents are not to source their own syllabuses online via discount/second websites or any other high street retailers. Exam syllabuses are purchased from RGT directly by Inspire Music School. Students risk buying out of date material if they try and source their own. An official RGT exam booklet will also contain a candidate number which will need to be submitted by the school with the online entry.

12. Inspire Music School charge a standard rate (outlined on current invoice) per session which they will total up every class charge in advance, these fees are to be paid in full\*\* in line with the requested entry cut off date. These lessons must be paid for as they are additional lessons for students and are not covered by the standard monthly membership payment.

13. Prices of syllabus material may include shipping costs.

14. Late Payments and enrolment can not be made outside of the requested cut off, this is to be fair on the student's chances of success in the exam. Late payments can also affect the allocation of exam dates for students.

15. Inspire Music School enters students for the relevant exam periods (e.g Summer, Winter, Autumn or Spring). Inspire Music School has no control over specific exam dates. The months where exams are held are shown at <http://www.rgt.org/exams/fees.php>. RGT will always try to provide sufficient notice of the exam date to ensure that fair logistics can be arranged.

16. RGT has numerous exam centers, students are allocated to their closest one by RGT. Inspire Music School has no control over which exam center a student is allocated to. Parents and students are expected to comply with the RGT exam center guidelines around arrival times and preparation on the day.

17. Should a student need to change their exam date then they are to contact RGT directly. Please note that this may result in the student having to attend a different exam center or even have their exam pushed into the next seasonal session (e.g the original exam date will take place in the spring session instead of the winter one). Inspire Music School cannot challenge or influence the decision on the final exam date or the new center that the student may be allocated to.

18. Students who have specific learning difficulties can request a special consideration in their exam. Parents must submit any official assessment notes carried out by the relevant assessors confirming your child's learning difficulty to the school. These are to be provided when a parent enroll their child into their exam class. The information will be forwarded to RGT. If you would prefer Inspire Music School not to see these notes' then parents are responsible for ensuring that the information is passed on correctly and in line with RGT deadlines.

19. Examiner conduct and process is defined by RGT as they are the organization carrying out the exam. Inspire Music School unfortunately cannot enforce complaints made by parents or students on the day or

after the exam to RGT. All queries and concerns regarding a student's exam must be submitted to RGT directly.

## Stopping Payments and Leaving

1. Should a student wish to leave their weekly class they are to provide 1 month's notice from their last payment to their desired exit date. This must be in writing via email. For example, if a student is looking to leave the school on the 1st of August and if their charge date is the 1st of each month then they should provide their notice in writing before the 1st of July. In this instance if the student provides notice any later than that then they would still be liable for their next payment and that would be counted as their month's notice.

2. Students should be reminded that their fees are calculated on an annual basis and broken down into installments. Should a student wish to leave during a month when the school is closed for a holiday break, they are not entitled to those lessons to be reimbursed as holiday dates are factored into the annual calculation.

3. Students may put their lessons on hold for 1 pay cycle subject to approval of school management. Parent/ Students will be charged a holding fee which is calculated per week that lessons are on hold for (speak to school management for current lesson hold fee)

4. Students/Parents must stop their payments via the normal banking procedures.

5. Students/Parents are responsible for stopping their own payments whilst observing the schools notice. Should a Student/Parent forget to end their payments we must remind you that fees are non refundable. Your/your child's slot will be held whilst observing the above policies until you cancel your payments.

6. Parents/Students who refuse to observe the schools exit policy and cancel their payments without observing the correct notice or attempt to evade paying the school fees owed may have their outstanding balance forwarded for debt collection. In these instances additional fees will be applied.

7. Students may not have remaining prepaid lessons refunded once notice is given.

\* Lesson times are subject to availability.

\*\* Refunds may be provided at the discretion of Inspire Music School's management in very limited circumstances.

\*\*\*Subject to changes and alterations

\*\*\*\*Public schools are open for roughly 39/40 weeks of the year, there might be some overlap where we are open and they are closed.