

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

1. Students are aware of their lesson times and are responsible for arriving promptly ready for their classes. Should a student arrive late, they are to ring the bell once and wait patiently to be let in. Out of fairness to those in the class that have arrived on time the teacher will have to wait for an appropriate time to let in any latecomers so as to not disrupt the flow of the current class regardless of how late they may be or the reason. Those who arrive significantly late may not be allowed to participate in their class.

## Payments

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 of £10. 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. 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.

# Refunds Policy

PLEASE NOTE, FEES ARE NON REFUNDABLE .\*\*

## Missed Lesson Policy

1. Should a student be unable to attend classes due to holiday or sickness, they are to inform the school in advance, parents and students can ask the school to arrange for the lessons missed to be made up in a catch up session\*. In the instance of sickness, please inform the school via email 24hrs prior to the class. The request for a catch up must be made via email to the school so that a written record is available.

2. Inspire Music School reserves the right to not offer a make-up class if the reason for absence is not sufficient. Inspire Music School cannot promise that a catch up slot suitable to the student's schedule will be available.

3. The school will make every effort to provide a time that suits if a catch up is required however students are reminded to be flexible as they have chosen to miss their lessons (excluding instances of sickness and injury). Inspire Music School cannot promise that a slot will always be available.

4. Inspire Music School requests that missed lessons be caught up the first week following the absence and no later, this is to ensure that no other students are affected and the school's busy schedule runs properly. If two consecutive weeks have been missed, then a student may attend one additional lesson each week for the following two weeks following their absence\*.

5. Missed lessons cannot be carried forward indefinitely.

6. Students and Parents can request no more than two catch up classes at any one time.

7. Catch up for pre-determined absences (holidays) are to be requested the week prior to the student's absence via email so that both parties have a record of the absence. This is to keep the allocation of slots fair to all and to ensure that the school's schedule still runs correctly. Parents and students cannot verbally request catch ups via phone or in person as there is no record of the request. Allocation is always subject to availability.

8. If notice of absence for any reason is not given via email and a student misses their lesson then the student cannot catch up with that lesson.

9. In the instance of sickness, injury or bereavement students and parents are still expected to inform of absence and Inspire Music School will endeavor to seek a fair resolution. Please note however that the resolve will be subject to availability of classes.

10. Students may be offered a slot in another existing class to account for their missed lesson. The following holiday policies are to ensure that Students and Parents receive the lessons that they have paid for whilst observing the smooth running of the school during holiday seasons.

11. Sickness/injury related absences must be reported 24 hour prior to your lesson start time will qualify for a catch up. Absences reported after this time period unfortunately will not qualify for a catch up slot.

## School Holidays

The School will be closed at the following times\*\*\*:

- One Week At Easter
- Summer- Two weeks during Summer (dates to be confirmed prior to the closure of that year)
- Christmas- The last week in December to the first week in January
- Bank Holiday Mondays outside of the above

**Please note that we are open during half terms breaks unless otherwise stated**

# 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

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.

# 4 Week Intro Courses

Lessons;

1. The course provides one 30minute session each week at the pre-booked time.
2. Lessons are at the same time each week for 4 consecutive weeks
3. All lessons are conducted on premises owned or rented by Inspire Music School Ltd. We do not offer home tuition.
4. All students must own their own instrument for their lessons. Inspire Music School Ltd does not offer an instrument rental service.
5. Only one participant in each course.
6. Parents may observe their child's lessons providing this does not hinder the pace and delivery of lessons.
7. Parents of students under the age of 7yrs must remain on site during lesson times.
8. Attendee's must consider their availability prior to booking. Should a student book a course interrupted by holiday then Inspire Music School Ltd cannot offer a catch up lesson.

Payments:

1. All payments must be paid prior to the course start date.
2. Cash payments are not accepted.
3. Part payments not accepted.

4. Cheque payments are not accepted.
5. Lessons can not be paid for on a week by week basis.
6. Lessons must be paid for online via our booking system or by card at an Inspire Music School location prior to start date.

#### Interruptions Due to Government Action:

Should the Government require the school to close for any reasons including but not limited to occurrences where mandated lockdowns are enforced, the remaining classes will be carried out online.

#### Refunds:

1. After the stated cancellation time has elapsed, fees are non refundable.

#### Cancellations:

1. A 4 Week Intro Courses may be canceled up to 24hrs of the first lesson. Fees are non refundable after this time.

#### Missed lesson policy:

1. Should a student be unable to attend classes due to sickness/family emergency, they are to inform the school in advance via phone, or email more than 24hrs ahead of their lesson..
2. Inspire Music School cannot offer refunds in the event of injury.
3. Parents and Students can ask the school to arrange for the lessons missed to be made up in a catch up session. This must be requested by the Parent/Student.
4. Inspire Music School Ltd reserves the right to not offer a catch up for missed lessons should the reason for absence not be sufficient, this is strictly at the discretion of Inspire Music School Ltd.
5. Inspire Music School Ltd will create a deadline for a missed lesson to be made up by if a catch up is requested by a Parent/Student and the school accepts the request. This is to ensure that no other students are affected and the school's timetable still runs smoothly.
6. If the catch times given by Inspire Music School cannot be attended by students for whatever reason, we remind students and parents that they have chosen to miss their lesson. Inspire Music School Ltd do not offer refunds on fee's once courses have begun under any circumstances.
7. Missed lessons cannot be rescheduled if no notice of absence is given.

## 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 for £20\* 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 £59 p/m 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 enrolls 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.

## Instrument Purchases

All instruments that are ordered by the school for students are checked and tested to ensure that they are in working order with no factory defects. Should any defects be discovered there may be a delay in supply of the instrument. Instrument purchases are non refundable and should a student damage their instrument or any accessories in any way then a new unit will need to be purchased if the student requires a new instrument and the damage is not covered by the warranty.

## 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 on the 1st of July at the latest. 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.

2. 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)

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

4. 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/ypur childs slot will be held whilst observing the above policies until you cancel your payments.

5. 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.  
5. Students may not have remaining prepaid lessons refunded once notice is given.

## Covid 19

1. Inspire Music School Ltd reserves the right to comply with any and all government measures created to reduce the spread of Covid 19 or any other similar viruses at any time and with immediate effect if required. These steps include but are not limited to mask mandates, social distancing measures and remote working in lockdown alongside any other guidance the UK government may insist we follow.
2. Inspire Music Ltd reserves the right to reduce or end any and all measures in line with the UK Government's guidance at any point.
3. Students who are ill with Covid 19 are to refer to the missed lesson policy and follow the steps for sickness and absence. Should the UK government require a period of mandated isolation, students should follow this before returning to lessons.

\* 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