

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

At Home

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 as to not disrupt the flow of the current class regardless of how late they may be or the reason.

Payments

1. Your fees are calculated as a yearly fee broken down into 12 monthly payments (see your enrolment for the current monthly rate) and are calculated over a 47 week calendar year to include 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.

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 or phone call prior to the class start time asap to report the absence. 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 request 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 schools 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 schools 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***

Please note that we are open during half terms and bank holidays outside of the above.

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

By enrolling a 4 Week Intro Parents & Students agree to follow all T&C's in full.

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 do 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 page or by card at a Inspire Music School location prior to start date.

Lockdowns

The government can at any time with very little warning impose full or partial lockdowns upon the country at any time in an effort to control the spread of covid 19. Should your 4 Week Intro be interrupted by a lockdown, all courses will be reverted to zoom as per the schools normal practices in line with its policies around Covid 19. Parents & students may not defer their remaining lessons to when a lockdown lifts.

Refunds:

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

Cancellations:

1. A 4 Week Intro Courses may be cancelled 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.
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 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 not notice of absence is given.

Stopping Payments and Leaving

1. Should a student wish to leave their weekly class they are to provide two week's notice via email.
2. Please note if a student is putting lessons on hold, the school cannot promise that their original time will be available to them upon return.
3. Students/Parents can stop their payments via the normal banking procedures.
4. Students/Parents are responsible for stopping their own payments. Should a Student/Parent forget to end their payments we must remind you that fees are non refundable.
5. Students may not have remaining prepaid lessons refunded once notice is given.

Covid 19

During the Covid 19 pandemic Inspire Music Ltd will be introducing the following policies. Inspire Music School Ltd reserves the right to review these within government guidelines and may increase/ease safety measures under the advice of the UK government.

Applicable to all:

1. Should a student or anyone in a student's household begin to show symptoms of Covid 19 they must not attend the studio under any circumstances. They must inform the studio of the situation in writing via email and follow the current government advice for isolating.
2. Face masks must be worn by anyone attending the studio. Anyone arriving without a face mask will not be allowed to take part in their lesson. Fees paid are non refundable.
3. Everyone must use the provided hand sanitisers when they enter and exit the studio. Anyone travelling with their own sanitiser must still use ones provided on sight.
4. All students are not to bring any unnecessary equipment/items to lessons, please only travel with what is absolutely necessary.
5. Students must provide their own tuners, plectrums and stationery.
6. Inspire Music School may revert to an online service in the event that the government mandates a lockdown to control the spread of Covid 19. All lessons would be carried out online at normal times unless otherwise stated. Lessons would return to in person once the government deems it safe. Lessons will be billed as normal.
7. Inspire Music School offers a face to face service and therefore outside of a lockdown we do not offer online lessons as a regular service. Students who have been instructed to shield may observe and join in with their class online. We must stress that they do so understanding both the technical and practical obstructions that this might present. Inspire Music School accepts no responsibility should a student choose to view online and fall behind the pace of their class.

Parents and Children:

1. Parents of anyone aged 5-6 must remain on sight in the provided waiting area.
2. Only one parent may enter the studio should they wish to remain on sight and wait.
3. Parents travelling with the siblings of students cannot wait on site. This is to ensure that the number of people on site at one time is kept low.
4. Parents may not observe their child's lesson. They must wait in the provided waiting area unless instructed to observe in very limited circumstances and only under the supervision of any staff of Inspire Music School. In these instances, Parents must fully comply with any and all requests and instructions whilst in the main studio space to ensure social distancing is observed and safety of all in attendance is not compromised.
5. In certain circumstances Inspire Music School may request that parents remain on site to help with their child's pack up.

* 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