

TERMS AND CONDITIONS FOR INDIVIDUAL LESSONS

1. All fees, including examination fees, are payable in advance. Payment for lessons is termly and should be made in full at the beginning of each term upon the receipt of an invoice. If payment is not received, the Conservatoire reserves the right to discontinue teaching and allocate the lesson to another student. Should lessons be discontinued whilst payment is outstanding, all lessons for that term remain payable. Payment of outstanding invoices will be pursued.
2. A half term's notice of leaving, given at the start of term or at half term, is required. Notice should be emailed to tuition@conservatoire.org.uk. Informing the tutor only, is not sufficient. It is at the Conservatoire's discretion whether credits for other lessons or courses are offered.
3. Students will be re-enrolled each term unless they have given the required half term notice of leaving.
4. Each term normally consists of 13 weeks. There are 3 terms a year and usually no half term break for individual lessons.
5. Lessons missed by the student cannot be made up. If the teacher misses a lesson without providing a deputy, arrangements for make-up sessions or a credit will be made.

TERMS AND CONDITIONS FOR GROUP COURSES

1. All students must enrol before attending a class, and payment should be made at the time of enrolment. Students who are not on the register for a group class will not be permitted to attend.
2. Enrolment does not automatically continue from term to term, and previous attendance does not guarantee you a place in the following term.
3. A credit will be offered for the remaining sessions if notice to leave is received before week 2 of the course. (This does not apply to Group Instrument Tuition or Holiday courses, see below)



4. Group courses take a one week half-term holiday each term.
5. If your tutor is unable to teach a class, we will employ a deputy to cover teaching. In these circumstances, we arrange a detailed handover to ensure the high quality of our tuition is maintained.
6. Lessons missed by the student cannot be made up. If the teacher misses a lesson without providing a deputy, arrangements for a credit will be made.

Roundabout & Play! Additional Terms and Conditions

These courses are a commitment for one academic year of three terms. By enrolling your child, you agree to pay the full fee for three terms. Whilst your child will be guaranteed the specified number of lessons for the course during the year, terms may occasionally fall as different lengths.

1. In order to secure your place, the cost of the first term will be taken at the time of enrolment, payment can be made in full for the whole year, or in three termly instalments.
2. In order to secure the commitment of our teaching staff and due to the small class numbers, we are unable to accept cancellations mid-course.
3. A credit will be offered if notice of cancellation is received 1 month before the start of the course. Enrolments cancelled after this date will not be reimbursed.
4. Once confirmed, your child's lessons will be on the same day and time for the whole year. Transfers between classes, or postponements, are not possible.
5. For Roundabout, we cannot guarantee the order in which instruments will be studied, and we reserve the right to vary the instruments studied.
6. You will be invoiced for the next term at the end of each preceding term. Fees must be paid in accordance with the terms stated on the invoice.



CANCELLATION POLICY

Group Instrument Tuition (includes Roundabout, Play!, Highly Strung, Adult Group Music classes)

A credit will be offered if notice of cancellation is received 1 month before the start of the course. Bookings cancelled after this date cannot be reimbursed.

Holiday Courses

So that we can ensure our holiday courses are viable, Holiday Courses are no longer eligible for credits/refunds for cancellations. For safeguarding reasons, these courses are not transferable between people.

All Other Group Courses

A credit will be offered for the remaining sessions if notice to leave is received before week 2 of the course.

Individual Tuition Lessons

A half term's notice of leaving, given at the start of term or at half term, is required. Notice should be emailed to tuition@conservatoire.org.uk

Credits

Credits for classes cancelled by the Tutor or by the Conservatoire can be offset against the fees relating to a subsequent booking of individual tuition or group courses at the Conservatoire for a period of 12 months from the date that the credit is issued. If the credit remains unutilised at the end of this 12 month period the credit, or any unutilised portion of the credit, will be cancelled by the Conservatoire.