

Welcome to The Music Place

Terms & Conditions Sept 2025 onwards

Index

- 1. Welcome Message
- 2. Payment & Fees
 - 2.1 Advance Payment Requirement
 - 2.2 Accepted Payment Methods
 - 2.3 Electronic Invoicing
 - 2.4 GoCardless Payment Plans
- 3. Lesson Continuity & Membership
 - 3.1 Automatic Termly Renewal
- 4. Withdrawing from Lessons
 - 4.1 End-of-Term Withdrawal
 - 4.2 Mid-Term Withdrawal
- 5. Lesson Attendance & Progress
 - 5.1 Commitment to Musical Growth
 - 5.2 Goal Setting
 - 5.3 Tutor Autonomy & Administrative Support
 - 5.4 Contact Information
 - 5.5 Pupil Portal Access
- 6. Tutor Changes
 - 6.1 Replacement Tutors
 - 6.2 Attendance with Replacement Tutors
- 7. Missed Lessons
 - 7.1 Pupil Absence
 - 7.2 Tutor Absence

- 8. Additional Policies
 - 8.1 Code of Conduct
 - 8.2 Data & Privacy
 - 8.3 Emergency Contact Protocol
- 9. Trial Lessons
- 10. Concerns & Contact

1. Welcome Letter

Dear Parent/Guardian and Pupil,

Welcome to The Music Place! We're delighted to have you join our musical community.

Whether you're picking up an instrument for the first time or continuing your journey, we're here to support your growth, creativity, and enjoyment every step of the way. Our tutors are passionate about nurturing each pupil's potential, and our team is committed to providing a safe, structured, and inspiring environment.

Your regular lesson slot is now reserved. Your pupil portal provides access to your lesson calendar, contact details, reminder alert settings and lesson notes. Please ensure your information is up to date so we can stay connected throughout the term.

We encourage open communication and goal-setting between tutors, pupils, and families. If you have any questions or would like to discuss progress, we're always happy to help.

Thank you for choosing The Music Place. We look forward to making music together.

Warm regards,

The Music Place Team

2. Payment & Fees

2.1 Advance Payment Requirement

All lesson fees must be paid in full before the start of the term. Late payments may result in suspension or cancellation of tuition.

2.2 Accepted Payment Methods

We accept BACS transfers from UK-registered bank accounts and GoCardless instalment plans (available for bookings of 10 lessons or more).

2.3 Electronic Invoicing

Invoices are sent via email. To ensure delivery, please check your junk folder and add our email address to your contacts. If you were expecting an invoice and it has not arrived, please notify us immediately.

2.4 GoCardless Payment Plans

If opting for GoCardless, please ensure your plan is activated before the first lesson. Plans take about five days to organise. Fees are divided into three instalments across the term.

3. Lesson Continuity & Membership

3.1 Automatic Termly Renewal

Lessons continue from term to term unless written notice is provided. Your regular time slot is reserved to support consistent progress and planning.

4. Withdrawing from Lessons

4.1 End-of-Term Withdrawal

We kindly request a minimum of half a term's notice to withdraw from lessons. To give notice, please email us during the mid-term break. Key dates are listed on invoices, displayed on our notice board, pinned in the home section of your pupil's portal/account, and emailed to your email address registered at enrolment.

This notice period enables us to maintain tutor schedules and pupil continuity while ensuring smooth business operations.

4.2 Mid-Term Withdrawal

If a pupil withdraws mid-term, full fees remain payable. Refunds or partial credits are not available.

5. Lesson Attendance & Progress

5.1 Commitment to Musical Growth

Regular attendance and consistent practice are essential for musical development. Progress depends on a shared commitment between pupil, parent, and tutor.

5.2 Goal Setting

At the start of each term, pupils and parents are encouraged to discuss goals with their tutor. This helps align expectations and foster motivation.

5.3 Tutor Autonomy & Administrative Support

Tutors provide lesson content and progression. Our administrative team supports tutors and ensures accountability, but does not prescribe teaching methods or curriculum. To understand more about learning, please talk to the tutor during the lesson.

5.4 Contact Information

Please ensure your pupil portal/account contains up-to-date contact details. This is essential for health & safety, receiving updates, and staying informed.

5.5 Pupil Portal Access

The portal includes your term calendar, contact details, lesson notes, and attendance records and reminder alert settings.

6. Tutor Changes

6.1 Replacement Tutors

We reserve the right to assign a replacement tutor when necessary—due to illness, prior commitments, or tutor relocation. Transitions may include shadowing to support continuity.

6.2 Attendance with Replacement Tutors

If you choose not to attend a lesson with a replacement tutor, no refund or catch-up will be offered.

7. Missed Lessons

7.1 Pupil Absence

Lessons missed due to pupil absence are non-refundable and not eligible for catch-up. While we understand that cancellations may occur, we regret that we are unable to offer refunds, credits, or makeup lessons in these instances.

7.2 Tutor Absence

If a tutor is absent, we will offer either a catch-up lesson or a credit towards future lessons.

8. Additional Policies

8.1 Code of Conduct

We ask all parties to maintain respectful communication and conduct throughout their engagement with The Music Place.

8.2 Data & Privacy

Pupil data is used solely to deliver the services requested. We do not share personal information with third parties.

8.3 Emergency Contact Protocol

Urgent updates will be sent via email and text message. Please acknowledge receipt with a reply to confirm the message has been received.

9. Trial Lessons

Discounted trial lessons are non-refundable and non-transferable.

If you attend a trial and book a term of lessons, the trial fee will be credited to your term account.

10. Concerns & Contact

If you have any issues or concerns, we kindly request that you raise them respectfully in an email to The Music Place.

Attention: Gabriel Armstrong

Email: tmswanstead@gmail.com