



Terms & Conditions | Sound Foundations Music

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Terms

1. These terms and conditions shall replace previous versions.
2. These terms and conditions operate through mutual trust and respect and do not require a signature. It is the clients' responsibility to read these terms and conditions and raise any questions.
3. Clients shall be sent copies of any changes to terms and conditions by email before any updated terms come into effect.

Covid-19

4. The teacher will follow the advice of each individual household about using a face mask and social distancing.
5. In case of either party needing to self-isolate for Covid-19 reasons, or in case of a lockdown, lessons will be held online as a full replacement for face to face lessons.
6. Where online lessons prove to be an inadequate replacement for face to face lessons (e.g. no internet, or where concentration becomes an issue for young children) the teacher will offer flexibility with fees and lesson times, without the usual notice needing to be given.
7. In case of illness, please see cancellations.

Lesson Bookings

8. Lessons are booked for a whole term in advance.
9. Term dates are set out by the teacher to indicate how many weekly lessons will take place each term.
10. Term dates may be tailored to suit the client better (e.g to exclude pre-planned holiday weeks) only if sufficient notice is given in advance of term.
11. A lesson falling on a bank holiday, will be re-arranged to a different time-slot within the same week (Mon – Sat), or cancelled by the teacher and a full refund given.

12. Lessons may finish a few minutes earlier than the time booked (e.g. when work is completed). Lessons may last a few minutes longer than the time booked (e.g. where passion for the music overflows!).

Rearranging Lessons

13. Lessons may be rearranged at the client's request, if a mutually agreeable time-slot can be found within the **same week** (Mon – Sat) for which the original lesson was booked.
14. If a mutually convenient time for a make up lesson cannot be found, and the client doesn't want the original lesson, the lesson will be treated as a cancellation.

Withdrawing from Lessons

15. Clients must give **five weeks written notice** (approximately one half-term) by email or letter if they wish to discontinue lessons for any reason.
16. If a client withdraws from lessons without giving five weeks written notice, the teacher reserves the right to charge fees for weekly lessons scheduled within that period.

Payment

17. Invoices will be sent by email for all payments.
18. Payment for lessons is due by the deadline set out in the invoice (usually one week after the invoice has been sent).
19. Payment must be by bank transfer (except trial lessons).
20. A fee of £10 per term shall be charged when necessary, to cover the cost of books bought on the client's behalf.
21. In addition, the client may need to purchase certain extra books at their own expense (e.g. for Grade Exams).

Cancellations & Refunds

22. Refunds for cancelled lessons will be processed via the invoice for the subsequent term (subtracted from term fees).
23. The client may opt to pay term fees in **one instalment** at the start of term, whereupon **one lesson** cancellation per term shall be **fully refunded**.

24. The client may instead opt to pay term fees in **two instalments**, one at the start and the second instalment halfway through term. With this option, lesson cancellations are **non-refundable**.
25. Lessons cancelled by the client for Acts of God serious extended illness or close personal bereavement etc. may be refunded at the discretion of the teacher.
26. Lessons cancelled by the teacher for ordinary circumstances (e.g. illness/ external commitment) then the lesson fee shall be refunded. A make up lesson may be offered.
27. If the teacher cancels a lesson for extraordinary circumstances, including Acts of God, serious extended illness or close personal bereavement etc. he is not bound to refund lesson fees already paid. Make up lessons will be offered where possible.
28. The teacher reserves the right to refuse further tuition if a teaching environment becomes stressful or negative, or if timely payment has not been made. The teacher is is not bound to refund fees already paid in these circumstances.