



Terms & Conditions | Sound Foundations Music

From 19th April 2022

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www.soundfoundationsmusic.co.uk/piano

Terms

1. These terms and conditions shall replace previous versions. Updates are given with a minimum of six weeks notice by email.
2. These terms and conditions operate through a mutual understanding and trust between the client and the teacher (Peter Morrell, Sound Foundations Music).
3. Once the client has been emailed a PDF copy of terms and conditions, it is understood that the client has read and agrees to them.

Safeguarding Policy

4. The teacher has the relevant DBS background check necessary for work as a private music tutor.
5. The teacher reserves the right to teach under-18s in a room with a glass window pane, and with the door left ajar.
6. The teacher has public liability and professional indemnity insurance for working as a private music tutor.

Payment & Term Fees

7. Invoices will be sent by email for all payments for Term Fees.
8. An invoice may be tailored to exclude any pre-planned absences if sufficient notice is given in advance of the first lesson of term.
9. Payment for lessons is due by the deadline set out in the invoice. The teacher reserves the right to withhold teaching in case of late payment.
10. An administration fee of £10 per term, per student, will be charged for Books etc.
11. Please note lessons may finish a couple of minutes earlier, or last a couple of minutes longer than the time actually booked.



Cancellations Policy

12. Once paid, term fees are non-refundable for any cancellations whatsoever, excepting those in extenuating circumstances, and those counting as teacher cancellations.
13. Refunds may be given for client cancellations because of extenuating circumstances, at the discretion of the teacher. These may include, but are not limited to: serious sudden or extended illness, close personal bereavement, adverse weather events etc.
14. Cancellations for Covid-19 related reasons do not count as extenuating circumstances (except for serious illness). Students will be offered online lessons as a full and exact replacement for any lessons affected by lockdowns, quarantine etc.
15. Clients **must give six weeks written notice** (approximately one half-term) if they wish to discontinue lessons for any reason.
16. The teacher reserves the right to charge fees for weekly lessons scheduled within that six week notice period, and, where a student stops mid-way through a term, a refund of fees may not be given.
17. Lessons falling on a bank holiday will be cancelled and refunded.
18. Refunds are given where a lesson is cancelled by the teacher, excepting those cancelled because of extenuating circumstances (see definition in 13.) that affected the teacher.
19. The teacher reserves the right to refuse further tuition if affected by undue stress or negativity, for example, because of the behaviour of a student or client. The teacher is not bound to refund fees already paid in such circumstances.
20. Any refunds will be given via the invoice for the subsequent term (subtracted from the overall term fees for that term).

Lessons Rearrangements and Make-Up Lessons

21. Please note, availability for make-up lessons is extremely limited. If a mutually agreeable time and place to rearrange a lesson cannot be found, the lesson will be treated as a cancellation and no refund given.
22. The teacher may offer make-up lessons to replace teacher cancelled-lessons, but is not bound to replace any lessons where the original lesson was unable to take place.