

Terms & Conditions for Music Lessons at Musicale

The Lessons:

- 1) We teach 10 lessons per term.
- 2) You will be assigned a qualified music tutor with an enhanced DBS.
- 3) You will be assigned a log in to our parent portal, Teachworks.
 - a) This provides you with access to schedules, lesson notes and your family profile.

Missed Lessons:

- 1) If a student misses a lesson, the tutor has no obligation to make it up and no credit will be due.
 - a) Contact your tutor directly with at least 48 hours' notice. They will try to offer an alternative time; this may include an online option.
 - i) Teachers' contact details can be found on your New Student Confirmation email.
 - ii) Whilst every effort is made to accommodate changes, rescheduled lessons are not guaranteed as tutors have tight schedules and external working commitments.
- 2) If a lesson is cancelled by the tutor, or Musicale, the student will be offered another lesson time (face to face or online).
 - a) Where rescheduling of a cancelled lesson has not been possible, the student will be offered a credit note on their account.
- 3) If a student is unwell during a lesson the tutor reserves the right to end the lesson and no credit will be due.

St George's School Students:

- 1) Terms and conditions above apply.

In addition:
- 2) Lessons are rotated weekly
- 3) Students are expected to liaise with their music tutor about upcoming school events
- 4) A weekly timetable is provided by Musicale to St George's.

Please note:

Music exams are not included on Musicale timetables and parents will need to notify St George's School themselves.

Musicale cannot contact students during the school day.

Musicale does not have access to St George's School registration system

Payments:

- 1) Musicale Ltd will invoice you via email before the start of each term
 - a) Please open invoice links for payment & invoice details
- 2) Customers who have set up direct debits will also receive invoices for their records but no action needs to be taken
- 3) For invoice queries please email: accounts@musicale.co.uk

Cancellation or Pausing of Lessons:

- 1) Your enrolment to lessons and ensembles continues until written notice is received.
- 2) You are required to provide half a term's written notice to cancel or pause lessons.
 - a) Please email info@musicale.co.uk with your written notice
- 3) If you are pausing lessons we cannot guarantee you will return to your original lesson time.