



Abbey College – ASCA Music Service

TERMS AND CONDITIONS

April 2020 – lockdown period

PLEASE NOTE THAT THESE TERMS AND CONDITIONS ARE LEGALLY BINDING AND CONSTITUTE A CONTRACT BETWEEN ABBEY COLLEGE AND THE CUSTOMER

Section 1 – Frequency and timing of lessons

- 1.1 Lessons will be offered on a monthly basis with parents and carers signing up for lessons directly through their tutor
- 1.2 Lessons will be either 20 or 30 minutes in length generally or may be longer if arranged through the tutor
- 1.3 There are no definite number of lessons for this period. We are working a month at a time presently.

Section 2 - Tuition fees and other charges

- 2.1 Tuition fees are as before.
- 2.2 No refund can be made if the student fails to attend lessons or decides to give up lessons part-way through any period that has already been paid for.
- 2.3 Payment can only be made through Parent Pay during this period.

Section 3 - Cancelled and missed lessons

- 3.1 Lessons cancelled by the tutor will be rescheduled to the next available date.
- 3.2 Lessons missed by the student cannot be rescheduled and there will be no refund, unless outside a 24 hours' notice period.

Section 4 – Enquiries and complaints

- 4.1 All enquiries or complaints about any aspect of the service should in the first instance be addressed to Sarah Carr, ASCA Music Co-ordinator, Abbey College, Abbey Road, Ramsey, Huntingdon, Cambs, PE26 1DG. Complaints should be raised by letter or email (sarah.carr@abbeycollege.cambs.sch.uk). These will be resolved as soon as possible.

Section 6 – General information

- 6.1 Students are required to have an instrument (where appropriate) in time for their first lesson.
- 6.2 Students are required to purchase all required music for their study at their own expense, together with any other books and fees as agreed with the tutor.
- 6.3 Lessons are provided by sub-contracted tutors.

Section 7 – Child protection

- 7.1 All tutors have an enhanced CRB/DBS check in place.
- 7.2 It is a mandatory requirement for tutors to attend child protection training when they join the service.
- 7.3 An adult is required to be in attendance for all video lessons for safe guarding purposes and to be on hand for technical issues. It is their choice if they wish to be in the room during the lesson or not, but should be reachable if the need arises.

Section 8 – Technical necessities

- 8.1 A video device is required with a camera and internet capabilities.
- 8.2 The device should be placed so that the tutor can see the students' hands and their instrument. This may need to be practiced until a suitable position is found. Phone holders and tablet stands are extremely useful.
- 8.3 Where backing tracks are required, the student should have access to 2 devices - one for the video lesson and one to have backing tracks played on. Headphones are very useful for the student to listen to their tracks on where possible.

ANY FUTURE AMENDMENTS TO THESE TERMS AND CONDITIONS WILL BE PROVIDED IN WRITING

These terms and conditions were updated on April 20th 2020 by the ASCA music administration team and tutors.