



## Abbey College – ASCA Music Service

### TERMS AND CONDITIONS

September 2021

**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 There will be a minimum of 10 lessons in a standard term. This will be pro-rated if lessons start part-way through a term at our discretion.
- 1.2 Each lesson will be allocated a lesson time by the tutor. Lessons will be during the school day and will generally take place during non-core lesson time. From time to time a student may be removed from part of a core lesson.
- 1.3 A full school year will comprise of at least 30 lessons (unless lessons begin part-way through the academic year). This normally gives 7 - 8 weeks over the school year where lessons would not be held and are generally scheduled to coincide with school trips, tutor absence or exams. Extra lessons may be taken and should be booked through your tutor. These could be in person lessons or online lessons.
- 1.4 If enrolling part-way through an academic year, we will add the student to the existing register at the earliest opportunity.
- 1.5 Individual lessons are available for 20 minutes or 30 minutes.

#### **Section 2 - Tuition fees and other charges**

- 2.1 Tuition fees are as shown on the enrolment form and may be revised from time to time due to overriding conditions.
- 2.2 The first termly payment is due with the enrolment. Subsequent termly payments are due prior to the start of each term as advised by the coordinator. All of this information is on our website.
- 2.3 No refund can be made if the student fails to attend lessons (this includes any online lessons) or decides to give up lessons part-way through any period that has already been paid for.
- 2.4 An arrangement may be made with the ASCA Music Coordinator to pay in installments.

#### **Section 3 - Cancelled and missed lessons**

- 3.1 Lessons cancelled by the tutor will be rescheduled to the next available date.
- 3.2 Lessons cancelled by the school will be rescheduled to the next available date.
- 3.3 Lessons missed for any other reason cannot be rescheduled and there will be no refund.
- 3.4 Should a student arrive at the lesson without their instrument, a theory lesson may be given instead.
- 3.5 Lessons may be given online when a face-to-face lesson is not possible (optional).

#### **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 Coordinator, Abbey College, Abbey Road, Ramsey, Huntingdon, Cambs, PE26 1DG. Complaints can be raised by telephone (01487 812452), letter or email ([sarah.carr@abbeycollege.cambs.sch.uk](mailto:sarah.carr@abbeycollege.cambs.sch.uk)). These will be resolved as soon as possible.

## **Section 5 - Termination of agreement**

- 5.1 Where Abbey College deems that there are insufficient numbers to commence a new provision or continue an existing provision any relevant fees will be refunded.
- 5.2 A student who wishes to leave the provision should give a half term notice in writing (email).

## **Section 6 – General information**

- 6.1 Students are required to have an instrument in time for their first lesson. Tutors may recommend an instrument retailer for convenience of the parent/bill-payer. Any such retailer is independent from Abbey College and Abbey College will not be liable for any dealings between the retailer and the parent/bill-payer. Spare reeds and a set of spare strings should be carried, where possible and applicable.
- 6.2 The tutor will discuss expectations with the student and agree goals to work towards. These may include, but are by no means limited to, exams and/or concerts.
- 6.3 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.
- 6.4 Lessons are provided by sub-contracted tutors.
- 6.5 Students should be prepared for each lesson – bringing their instrument (where applicable) and any Music/lyrics were necessary.
- 6.6 All students will be expected to sanitize when they enter the room and adhere to social distancing Instructions made by the tutor and according to the ASCA Music risk assessment.

## **Section 7 – Child protection**

- 7.1 All tutors have an enhanced DBS check in place.
- 7.2 It is a mandatory requirement for tutors to attend child protection training when they join the service. Refresher training is also undertaken annually.
- 7.3 It is sometimes necessary and appropriate for a tutor to touch a student, with the student's permission, when teaching a musical instrument. This allows the tutor to ensure that the student has the correct posture, hand/finger or facial position.
- 7.4 An adult is required to be in attendance for all video lessons for safe guarding purposes and to be on hand for technical issues.

## **Section 8 – Technical necessities for online tuition**

- 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**