



Terms & Conditions Sept. 2023

Pay in advance for the term.

To ensure smooth operations, The Music Place requires all lesson fees to be paid in advance for the entire term.

Late payments may result in disruption or termination of tuition.

Payment details.

Fees are to be paid termly and before the first lesson. The amount is calculated from the date of the first lesson and aligns with our centre's term dates. We provide the convenience of online payment through an electronic invoice sent to your registered email address.

Please check your junk email and add us to your contacts to avoid our emails becoming junk.

Accepted payment methods.

We accept payment via debit cards, credit cards, and BACS and only from UK-registered bank accounts and PayPal.

Go Cardless - payment plan.

Set up a payment plan.

Please ensure this plan is established before the first lesson. The payment plan allows for three easy instalments across the term but only applies to ten (10) or more booked lessons. Please email us for instructions (new accounts only)

Subscription renewal and fees.

Lessons will automatically continue from term to term unless we receive your written notice to stop. This notice must be emailed during the Mid-Term Break of each term. The specific dates for notice are provided on the invoice, the notice board at the school's premises and via an email sent out at the beginning of each term, "Important Dates."

Termly fees will be automatically renewed towards the end of each term.

Approximately three weeks before the start of a new term, you will receive a new invoice. You will not be billed for renewal if we receive a written notice to stop lessons during the mid-term break.

Withdrawing from lessons.

Important Information

To discontinue lessons at the end of the Autumn, Spring or Summer terms, please follow these steps:

Send an email notice to the admin team to withdraw from lessons.

Dates to give the notice to withdraw from lessons are emailed at the beginning of each term and will be on the notice board at the premises. We follow the Redbridge Council's primary school term dates, and withdrawal notice dates are their mid-term break dates.

Please note the policy regarding withdrawals during a term time:

If a pupil withdraws before the term's end, the charges must still be paid in full, regardless of the payment method (including Direct Debit). Refunds will not be provided.

Online replacement lessons. Stay connected and continue learning anytime, anywhere.

We understand that unexpected circumstances like a pandemic, heavy snow, or industrial strikes can disrupt traditional in-person lessons. That's why we have a solution to ensure uninterrupted learning for all our pupils.

When interruptions occur, we will seamlessly transfer all lessons to Zoom's online platform. Accessible through your pupil account, Zoom's online lessons are a great replacement when interruptions hit. Always keep your contact details with us up to date. Do this from your pupil's portal account.

We acknowledge that some pupils don't have internet access or an instrument at home. Rest assured, we have you covered. Pupils in these situations are offered a make-up lesson at the earliest possible time or receive a credit towards next term's fees.

Tutor replacement: never miss a beat.

Sometimes, we must replace the regular tutors as they are not committed to the school's aims or go on to find other placements. We hope you understand that we reserve the right to do this as we must maintain the best interests of pupils and the business. These changes may seem unsettling initially, but we often work with tutors to manage these as best we can, where it is possible to get the new tutor to shadow the one leaving.

If your regular teacher is unavailable due to illness or performance engagements, we have replacement tutors ready.

We will inform you about any changes to ensure a smooth transition and uninterrupted progress.

Please note that no refund or catch-up lesson will be offered if you choose not to attend a lesson with a replacement tutor. We encourage you to take advantage of this opportunity to continue your musical journey without missing a beat.

Missed lesson.

We understand that pupils occasionally miss a lesson. Unfortunately, the centre cannot offer catch-up lessons or credits for these situations. The pupil must bear the cost. Should a teacher be absent from the lesson due to ill health or performance engagement, we will provide a catch-up or a credit to future lessons.

Have a great year of instrumental music tuition!