



Terms & Conditions – 2024/25

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.

The Music Place follows the Redbridge Council's Primary school term time timetable, which is on our notice board and emailed to you at the term's commencement.

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 method.

We accept payment via BACS only from UK-registered bank accounts and

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)

Membership, subscription renewal and fees.

For your convenience, pupils' lessons continue from term to term unless we receive your written notice to stop. Pupils' regular lesson time is protected every week and throughout the term.

This allows families and pupils to manage their weekly commitments, knowing that their scheduled lesson with us is fixed.

Because we protect your slot, we ask that pupils provide half-term notice to leave.

This gives us the time required to find a replacement pupil and to provide the teachers with steady work.

This notice must be emailed during the mid-term break of each term. The “stop-lesson notice” dates are provided on the term fees invoice and the notice board at the school's premises.

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

Approximately three to four weeks before the new term commences.

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 stop.

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 an online platform accessible through the calendar from your pupil's account.

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 tutor. We take this seriously, as it may cause disruptions, and we try to mitigate that when appropriate, e.g., by having the new tutor shadow the one leaving. We hope you understand that we reserve the right to do this, as we must maintain the best interests of pupils and our values and goals.

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, we 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!