



**BY ENROLLING INTO CLASSES AT INSPIRE MUSIC SCHOOL YOU ARE AGREEING TO
ADHERE TO THE SCHOOLS POLICIES IN FULL**

At Home

1. All students are to fill out their practice logs as they practice. This is not to be done during lessons and please do not include your lessons in your practice totals as it is not independent practice.

2. Failure to practice at home will mean falling behind the pace of the class and may prevent the student from progressing.

3. Students or parents of students who are struggling to practice should speak to the teacher in person. All reasons for not practicing will be taken into account and your teacher will provide help to resolve and improve the practice at home.

4. The above policies are expected to be followed by all of our students. They exist to ensure that everyone enjoys playing their instrument, and that everyone receives the most from their lessons.

Payments

1. Payments are received automatically every month via GoCardless. Cash, cards or Cheque are not accepted for regular lesson payments. £59*** covers one lesson per week for that month. Occasionally your lesson day will occur five times in the month. There is no extra charge should these occur.

2. By allowing your payment to be processed you are agreeing to attend your lessons for that month. Please see missed lesson policy for procedures and policies regarding student absence.

3. Students/Parents of students are responsible for cancelling their subscriptions to the school should they wish to leave. The school will not refund you if you give notice to cancel but forget to stop your payments.

4. Payments are cancelled via the individual's bank account observing their normal procedures.

Refunds Policy

PLEASE NOTE, FEE'S ARE NON REFUNDABLE. * *

Missed Lesson Policy

1. Should a student be unable to attend classes due to **holiday or sickness**, they are to inform the school in advance, parents and students can ask the school to arrange for the lessons missed to be made up in a catch up session*. In the instance of sickness, please inform the school via email or phone call prior to the class start time asap to report the absence. The request for a catch up must be made via email to the school so that a written record is available.

2. Inspire Music School reserve the right to not offer a make up class if the reason for absence not be sufficient. Inspire Music School cannot promise that a catch up slot suitable to the student's schedule will be available.

3. The school will make every effort to provide a time that suits if a catch up is required however students are reminded to be flexible as **they** have chosen to miss their lessons (excluding instances of sickness and injury). Inspire Music School cannot promise that a slot will always be available.

4. Inspire Music School request that missed lessons be caught up **the first week following the absence and no later**, this is to ensure that no other students effected and the schools busy schedule runs properly. If two consecutive weeks have been missed, then a student may attend one additional lesson each week for the following two weeks following their absence*.

5. Missed lessons cannot be carried forward indefinitely.

6. Students and Parents can request no more than two catch up classes at any one time.

7. Catch up for pre determined absences (holidays) are to be requested **the week prior the student's absence via email so that both parties have a record of the absence**. This is to keep the allocation of slots fair to all and to ensure that the schools schedule still runs correctly. Parents and students cannot verbally request catch ups via phone or in person as there is no record of the request. Allocation is always subject to availability.

8. If notice of absence for any reason is not given via email and a student misses their lesson then the student cannot catch up that lesson.

9. In the instance of sickness, injury or bereavement students and parents are still expected to inform of absence and Inspire Music School will endeavor to seek a fair resolution. Please note however that the resolve will be subject to availability of classes.

10. Students may be offered a slot in another existing class to account for their missed lesson.

The following holiday policies are to ensure that Students and Parents receive the lessons that they have paid for whilst observing the smooth running of the school during holiday seasons.

Holidays

The School will be closed at the following times:

Easter- Good Friday, Easter Saturday & Easter Bank Holiday Monday***

Summer- Two weeks during Summer (dates to be confirmed prior to the closure of that year) ***

Christmas- The last week in December to the first week in January***

Please note that we are open during half terms and bank holidays outside of the above.

1. Out of fairness to our students we will hold 'catch up class days' whereby the school will open on Thursdays when the school is usually closed to accommodate closer to the dates of closure.

2. These dates will be announced by the school. Those effected by the closure will be given the opportunity in advance to book in for catch up classes should they want to.

3. Please note these lesson times are available on **first come first serve basis**.

4. Students will be reminded of closure dates but please be advised it is the **students and parents responsibility** to book their slots. The school unfortunately cannot chase students who have not booked in for any catch ups.

5. Students that are unable to attend a class on a 'catch up day' will be offered slots during normal school opening hours upon request. **Please note, in this instance times are subject to availability**. These classes must be caught up prior to the planned closure.

6. Thursday slots are not available upon request if a student missed lessons whilst the school is open (see refunds and missed lesson policy).

7. All closure catch ups are to be completed prior to the closure date.

8. Thursdays slots are to account for the school's closures only and not for any absence states by a student or Parent for whatever reason. In this instance, see 'Missed Lesson Policy'

9. If a student forgets or decides to not book in for any catch ups then they must be counted as missed lessons and the student is charged as normal. Deadline for all school closure catch ups is the final available Thursday prior to closure which is announced by the school.

10. Inspire Music School accommodate all students by opening outside of normal opening hours to give facility for missed lessons to take place. Inspire Music School provide sufficient notice of dates to ensure all concerned have enough time plan their re-arranged times and make arrangements to attend. Therefor Inspire Music School do not give refunds for lessons whereby students have forgotten or decided not to book in for their catch ups.

11. Catch ups must be booked by email request.

Parents

1. For children under the age of 13 years we request at least one parent or guardian to attend the introductory lessons and at least one lesson per month thereafter. In some cases, especially with younger children, we might ask parents to be more involved.

2. Parents play a crucial role in the success of young children in learning. Inspire Music School will provide ways to assist your child in setting parameters for practice. We as a school expect parents to actively participate in this aspect of their child's learning.

3. Inspire Music School will feedback to parents on their child's performance and progress.

Media Policy

From time to time, we take photos, video, or audio recordings of students playing. This is in part for the student's own benefit as it gives a measurable sense of progress to see/hear yourself in different stages of development. All images and recordings will be archived, and you will be able to obtain a copy directly from your teacher. These may also be posted on our Facebook page, YouTube, Soundcloud, or other relevant social media sites, because we believe that good things are worth sharing. If you do not want your image/your child's image to be used online, please let us know.

Class Times

1. Class times are subject to availability.

2. Class times are matched by age and ability in every instance.

3. Class times are set and a student is expected to attend at their time which is agreed by the school and the student directly.

4. Inspire Music School do not offer one to one tuition exclusively.

5. Changes to class times may requested in limited circumstances but please bear in mind that availability is always at the discretion of Inspire Music School and we cannot promise that a new class will be available.

Stopping Payments and Leaving

1. Should a student wish to leave there are to provide two week's notice.

2. Please note if a student is putting lessons on hold, the school cannot promise that their original time will be available to them upon return.

3. Students/Parents can stop their payments via the normal banking procedures.

4. Students/Parents are responsible for stopping their own payments. Should a Student/Parent forget to end their payments after informing the school of departure, we remind everyone that fees are non refundable.

* Lesson times are subject to availability.

** Refunds may be provided at the discretion of Inspire Music School's management in very limited circumstances.

***Subject to change and alterations