

# TERMS AND CONDITIONS – MUSIC CENTRES



By selecting the checkbox on our online application form when applying for ensembles or courses at a Music Centre, you indicate acceptance of the Music Centre Terms & Conditions outlined below. This acceptance applies unless you notify us within seven working days of receiving your offer confirmation email (sent to the email you provided in your application) from Kent Music.

If you have any questions, please **get in touch**.

## **1. Attendance and continuation**

New members should apply to join an ensemble via our website; they will then be contacted with information regarding how to attend their first session.

New Music Centre members can attend for free during the first half of each term i.e., until the half term break in Autumn, Spring or Summer. 50% of the termly fee will then apply for the period after the half-term break.

Students joining after the half term break in Autumn, Spring or Summer will be charged 50% of the termly membership fee.

If new starters do not wish to continue following the free trial period, written notice to cancel must be given before the end of the half term break.

If you do not contact us, a commitment to continue with the ensemble will be assumed and you will be contacted to confirm that the student has formally joined the ensemble, and the termly membership fee (with 3 terms in a year) will apply.

## **2. Discounted membership**

If students are in receipt of instrumental or vocal lessons with Kent Music, whether in a school or at one of our music centres, they will be entitled to a 10% discount on their music centre membership fee (ensembles only).

## **3. Financial Assistance**

Financial Assistance is available from Kent Music. Students awarded financial assistance for instrumental or vocal lessons are also entitled to 75% reduction on Music Centre membership. If financial assistance is only required for music centre membership, please download an application form from [kent-music.com/financial-assistance](http://kent-music.com/financial-assistance).

## **4. Membership Entitlements and Access**

Music centre membership entitles the student to access any Kent Music Music Centre ensemble or Music Lab across the county.

## **5. Number of sessions**

Kent Music aims to deliver a minimum of 30 sessions per academic year for ensembles at music centres. However,

Music Centre payment is an all-inclusive fee and offers access to multiple ensembles and centres; therefore, no credits or refunds will be given if fewer than 30 sessions are delivered.

## 6. Pupil absence

Kent Music is unable to offer refunds or credits for ensemble sessions missed by the student. The only exception is an absence of five or more consecutive weeks due to illness in any one term when the fee for five sessions will normally be refunded on production of supporting medical evidence.

## 7. Cancellation

To withdraw from music centre membership, written notice must be given before the start of term. If written notice to withdraw is received after the start of term but before the half-term break, then 50% of the termly fee is due. If notice is received after that point, then 100% of the termly fee is due.

Notice must be sent by email to [customerservices@kent-music.com](mailto:customerservices@kent-music.com), or by letter to Kent Music, Units 25 & 26, Creative Enterprise Quarter, Javelin Way, Ashford, TN24 8FN.

Notice given verbally or in writing to the ensemble leader will **not** be regarded as notice. Term dates can be found **by clicking here**.

## 8. Payments

By becoming a Music Centre member, you are entering into an ongoing Agreement for centre membership with Kent Music. Details of payment arrangements will be included with your invoice. We can accept payment online, by cheque, bank transfer, credit card and by standing order from your bank account.

If payment is overdue, we will issue a reminder notice by email two weeks after the due date. If payment has still not been received four weeks after the due date, a further email will be sent, with a warning that centre membership may be suspended.

We cannot accept any responsibility for disruption to centre membership from late payment. If you have difficulty in paying, please **get in touch**

## 9. Refunds

If there is a credit on your account at the end of the academic year, we will credit your balance against a future invoice. You may alternatively choose for your balance to be refunded; in which case you will be asked to confirm your details for a refund via bank transfer (BACS).

Once the necessary information is received the refund will be processed within two working weeks.

## 10. General Terms and Conditions

By registering for Music centre membership with us you are also agreeing to our General Terms and Conditions including our Privacy Policy. Please ensure that you take the time to read and review these.

## 11. Terms and Conditions Review

Kent Music reserves the right to review these terms from time to time, normally at the end of an academic year. You will have the option to accept the revised terms or withdraw from lessons if we change our terms. If we advise you of any material change to these terms to your detriment without giving sufficient notice to enable you to withdraw from the Agreement by the specified date, you will not be required to pay an administration charge or late discontinuation charge of notice in respect of the following term.

This Agreement is governed by English Law.