

TERMS AND CONDITIONS – TUITION



Definition: For the purpose of this agreement “Term” refers to one of the following periods: Autumn (September to December), Spring (January to March), Summer (April to July)

This document is for the named parent/carer and payer of invoices for instrumental and/or vocal tuition with Kent Music. If you are a school staff member completing this application on behalf of a parent/carer, you should not proceed with lesson application before ensuring the parent/carer has understood and agreed to these terms.

By ticking the box on our online application form or signing the printed copy, you agree to our Tuition Terms and Conditions below, unless you notify us within seven working days of receiving your offer confirmation by email.

1. Lessons Overview

Kent Music aims to deliver thirty-three lessons per academic year. School terms vary in length thus affecting the number of lessons delivered in any one term. Our guarantee is that Kent Music teachers will offer no fewer than thirty-three lessons during a full academic year. Should we fall short of this guaranteed minimum through teacher absence, we will make a pro-rata refund or credit in respect of the shortfall on our guarantee, normally at the end of the academic year.

2. Arranging Lesson Timeslots

Your lesson timeslot, venue and start date are confirmed in an email sent by Kent Music ahead of your first lesson.

For lessons taking place outside of school hours, including Music Centre lessons, timeslots are fixed each week. If Kent Music needs to change a timeslot or venue for any reason, you will be given at least five weeks’ notice before changes take effect.

For lessons taking place during school hours, timeslots are arranged between the Kent Music teacher and the school. Lesson timeslots during the school day are subject to change, for example if the teacher operates lessons on a rotation system. In this event, efforts will be made by the Kent Music teacher to keep your child informed.

For online lessons, a zoom link will be sent to you by your teacher ahead of the first lesson starting. Please ensure to check your junk/spam folder in case the email is sent there. We recommend adding Kent Music email addresses to your safe sender list.

3. Pupil Attendance

Kent Music teachers will make every reasonable effort to ensure your child attends their lesson. Teachers and schools may have measures in place to remind pupils of upcoming lessons, including putting lesson times on a noticeboard, putting reminder slips into a register, or some teachers may collect pupils directly from their classroom if permitted by the school office.

There is usually a quick turn-around between music lessons, so if time runs out to locate a pupil and bring them to their lesson, a teacher will need to proceed with the following pupil’s lesson. Kent Music cannot take responsibility for lessons missed or shortened due to a pupil not attending promptly.

Conflicts between school activities and music lessons, such as Forest School, sports day, or other clubs, will be treated similarly to a pupil forgetting to attend. We encourage parents to speak to their child’s classroom teacher or the school’s music lead if extra measures need to be put in place to help a child attend lessons in these instances.

If a pupil is reported absent from music lessons for two weeks in a row, Kent Music will be in contact to discuss this with you. You can also monitor pupil attendance via your Kent Music SpeedAdmin login. Once you are logged in, select 'My Profile' along the top, then the 'Attendance' tab on the pupil profile. If you require your log in details to be resent, please contact us.

If a pupil is not able to attend an upcoming lesson, you should let your teacher know as far in advance as possible so that they know not to expect you. This can be done by emailing customerservices@kent-music.com or phoning 01622 358409.

If a teacher needs to cancel an upcoming lesson, they will also let you know by phone or email, along with any rescheduling plans or online lesson alternatives.

4. Teacher Absence

If a teacher needs to cancel an upcoming lesson, they will let you know by phone or email.

They may offer a rescheduled lesson or an online lesson alternative. For rescheduled lessons, teachers are required to let parents/carers and pupils know in advance when this will be taking place. If a pupil is not able to attend a rescheduled lesson, this will be treated as a pupil absence and will not be refundable.

Any unscheduled make-up lessons will be credited back to your account at the end of the academic year.

5. Changes to Lesson Details

Any lesson detail adjustments, for example an increase from twenty minutes to thirty minutes, are usually actioned at the end of each term. Whilst Kent Music will try to accommodate your change request, approval is dependent on teacher availability amongst other factors so we cannot guarantee your lesson details will be adjusted. You will be contacted each term by email to ask if you need to make any change requests ahead of the new term commencing.

If Kent Music needs to make changes to your lesson details, for example a change of teacher, we aim to give you at least 5 weeks' notice before any changes take effect.

6. Lesson Fees

The fees list for lessons can be found on our [website](#). The fees list normally remains valid for the academic year and is reviewed annually with the revisions taking effect from September.

7. Shared Lessons

In the event that a shared lesson is unable to continue, for example if a lesson partner discontinues, the shared lesson rate will be honoured for the rest of the current term, and you will be given the option to continue individual lessons at the standard individual lesson rate for the following term.

8. Invoices

Lessons are invoiced termly by email in advance of the Autumn, Spring and Summer terms commencing. Payment is due in full within two weeks of the date on your invoice.

Accepted payment methods are bank transfer and online card payment. Payment instructions are found on your invoice and on our website: <https://www.kent-music.com/make-a-payment/>

9. Late Payment

If payment is overdue, we will issue a reminder notice by email. Lessons may be suspended until the teacher has been notified by Kent Music that payment is received. It may take up to three working days for payment to be confirmed as received. Kent Music cannot accept responsibility for disruption to tuition due to late payment. In the event of non-payment, the lesson timeslot is not considered reserved, and another pupil may be allocated the space.

10. Lesson Discontinuation

One month's notice prior to the start of the following term is required to discontinue from lessons. For example, if the Spring Term starts on 3rd January, discontinuation notice is required by 3rd December at the latest. Discontinuation notice deadlines can be found on our [Music Lessons](#) page. Kent Music will issue an email leading up to the discontinuation deadline to remind you to give notice if you wish to discontinue.

Notice must be sent in writing by email to customerservices@kent-music.com or by letter to Kent Music's Head Office. Notice given verbally or in writing to the teacher will not be registered as notice and you may continue to be charged for lessons.

A pupil's discontinuation from lessons is effective from the end of each term only (Christmas Holidays, Easter Holidays or Summer Holidays). Refunds or credits will not be given if notice is given to discontinue mid-way through a term.

If notice is given after the discontinuation deadline but before the first day of the new term, an administration charge of £25 will be payable towards the cost of rescheduling lessons. Payment of the administration charge will not entitle a pupil to any further lessons.

If notice is given after the new term has started, a late discontinuation charge equal to five weeks of the fee for the full term will be payable towards the cost of rescheduling lessons and the shortfall of the teacher's expected tuition. Payment of the late discontinuation charge will not entitle a pupil to any further lessons.

11. Lesson Rescheduling and Credits

In most cases, lessons missed due to pupil absence will **not** be rescheduled or credited. This is because the teachers' timeslots are booked in advance.

If credits are due for lessons missed due to teacher absence, these are issued at the end of the academic year once a total lesson calculation is completed. The reason for this is to allow a teacher the maximum opportunity to reschedule missed lessons in the first instance.

Missed lesson guidance:

REASON FOR MISSED LESSON	WILL THIS BE RESCHEDULED?	WILL THIS BE CREDITED?
Pupil is unwell or injured for 4 or less consecutive weeks.	No, although a teacher may offer to reschedule at their discretion.	No
Pupil is unwell or injured for 5 or more consecutive weeks.	No, although a teacher may offer to reschedule at their discretion.	Yes, upon receipt of a doctor's certificate.
Pupil is self-isolating due to COVID-19	No, although a teacher may offer an online lesson at their discretion.	No
Teacher has cancelled, e.g. teacher is unwell or self-isolating.	Yes	Yes, if it has not been rescheduled by the end of the academic year.
Pupil has an exam or is on study leave	No, although a teacher may offer an online lesson at their discretion.	No
Pupil has an appointment or scheduling conflict	No, although a teacher may offer to reschedule at their discretion.	No
Pupil is on holiday	No, although a teacher may offer to reschedule at their discretion.	No
Pupil has forgotten their lesson, instrument, or music book	No, although a teacher may offer to reschedule at their discretion.	No
Pupil or parent/guardian no longer wishes for pupil to attend lessons	No	No
Online Lesson Technical Difficulties	No, although a teacher may offer to reschedule at their discretion.	No
School trip / School event	No, although a teacher may offer to reschedule at their discretion.	No
School INSET Day	Yes	Yes, if it has not been rescheduled by the end of the academic year.
Unexpected school closure, e.g. snow day.	Yes, including an online lesson where possible.	Yes, if it has not been rescheduled by the end of the academic year.

If your missed lesson reason is not outlined in the guidance above, please contact Customer Services customerservices@kent-music.com to discuss your missed lesson.

12. Refunds

Once Kent Music becomes aware of a credit on your account, you will be contacted at the end of the academic year and notified of a refund due. You will be asked to confirm your details for a refund via BACS, or you may choose for your negative balance to be credited towards a future Kent Music invoice.

Once the necessary information is received and the refund is processed, a credit will be applied to your credit/debit card or original method of payment, within two weeks.

13. General Terms and Conditions

By registering for lessons with us you are also agreeing to our [General Terms and Conditions](#) including our [Privacy Policy](#).

14. 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.