



Terms of service

1. Lessons - length and timetabling

- The Teacher will provide tuition during school terms.
- Lessons will occur at the predetermined time, duration and location, reserved for the Pupil/s.
- Some lessons may follow a rotating timetable each week or be scheduled during lunchtimes/afterschool for GCSE Students.

2. Lesson Timetable notice

- You lesson will be available to view via your MyMusicStaff account
- Lesson schedules will also be accessible on your MyMusicStaff Account.

3. Missed Lessons

- The Teacher will charge for any scheduled lessons the Pupil misses, unless exceptional circumstances apply.
- A 24-hour advance notice of absence necessary in order to avoid the lesson being charged for in full.
- Lesson cancellation must be carried out via the MyMusicStaff platform.
- If the Teacher cancels a lesson, you will be credited a lesson.

5. Termination of Tuition

- Lessons can be terminated with a 6-week notice period issued in writing to Justplaymusicacademy@gmail.com.
- Fees are payable up until the notice period has elapsed.

6. Payment of Fees

- Fees are charged every four weeks in advance, with any outstanding lesson payments also carried forward.
- Payment methods and information are detailed on all invoices.
- Direct debit is available through auto-pay on the Mymusicstaff platform.
- Late payment will result in auto-pay being activated on your provided card if fees are not settled within 4 weeks of invoice issuance, leading to termination of services.

7. Taster Sessions

- Taster sessions are charged for one to one lessons at our standard lesson rate of £22. There is no obligation to continue with lessons, the charge is one off.

8. Failure to Give Notice

- Unless terminated under Condition 6, this Agreement auto renews each term.
- Failure to provide proper notice results in the following charges:
 - a. Notice less than required under Condition 6 - Cancellation fee £45.
- If the Teacher stops lessons without proper notice, a replacement teacher will be provided.

9. Safety and Security

- We prioritise the safety of our students. Our teachers have undergone enhanced background checks and adhere to strict safety protocols during lessons.

10. Student Commitment

- To maximise the learning experience, we encourage students to attend lessons regularly and practice between sessions. Consistent effort often leads to better results.

11. Communication and Support

- We are committed to open communication. If you have any concerns or questions, please don't hesitate to contact us. We aim to provide prompt assistance and address any issues to your satisfaction.

12. Privacy and Data Protection

- We take data privacy seriously. Your personal information will never be shared with third parties, and we use industry-standard security measures to protect your data.

13. Lesson Continuity

- In the event that your assigned teacher is unable to continue lessons (e.g., due to illness or unforeseen circumstances), we will make every effort to provide a qualified replacement teacher to ensure minimal disruption to your learning.

14. Additional Resources

- We will provide access to supplementary learning materials, such as practice exercises, sheet music, or online resources, to enhance your musical education.

15. Fee Adjustments

- In the rare event of significant changes to lesson scheduling or services, we will provide advanced notice and discuss any necessary adjustments to fees or terms.

16. Governing Law and Jurisdiction

- This Agreement is subject to the laws of the jurisdiction where lessons are held (as specified above).
- Any disputes relating to this Agreement fall under the exclusive jurisdiction of the courts of that jurisdiction.