



Terms of service 2024/2025

At JustPlay, we understand that life can get complicated. We also know that successful and fulfilling musical and performing arts & entertainment studies depend on regular commitment. That's why we've designed our policies to give you as much flexibility as possible while still promoting consistency.

Our teachers reserve time on their schedules, plan for your classes and lessons, and invest in the long-term development of each student. To provide consistent, fun & inspirational learning and event experiences, the following policies need to be observed.

If you have any questions regarding our policies, please contact us at Office@justplaymusicschool.co.uk

The following Terms and Conditions apply to all lesson agreements made between JustPlay and its students and the parents/carers of its students ("the student").

The Terms and Conditions set forth below have been created for the mutual success and benefit of all parties involved.

1. Lessons - length and timetabling

- The Teacher will provide tuition during school terms.
- Lessons outside of school term times are available ad hoc
- Lessons will occur at the predetermined time, duration and location, reserved for the Pupil/s.

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.a Missed Lessons one to one 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. Email to tutor / phone call - 01932 460220 - Lesson cancellation can also be carried out via the MyMusicStaff platform. - If the Teacher cancels a lesson, you will be credited a lesson.

3.b Missed lessons Clubs and paired lessons

- In the event that you or your child misses a club or paired lesson, no refund or exchange will be available.
- Our tutor will make every effort to update you on what has been missed in the session and will support you in future sessions.

5. Termination of Tuition

- Lessons can be terminated with a 4-week notice period issued in writing to JustPlay and completing our student feedback form.
- Fees are payable up until the notice period has elapsed.

6. Payment of Fees

- Individual lesson Fees are charged every four weeks in advance, with any outstanding lesson payments also carried forward.
- Club fees are charged each term in advance.
- 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 an additional fee of £12 when invoice is over 14 days late.
- No lessons or clubs can be taken until payment is made.

7. Taster Sessions

- Taster sessions are charged for one to one lessons at our standard lesson rate. 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.

- Fees are reviewed at the end of each academic term.

16. Media Policy

Unless requested in writing, JustPlay may on occasion record audio and visual on students taking part in our events, lessons and clubs. These are used for marketing, sharing student success and representing our students and JustPlay.

We take the safety of our students physically, emotionally and digitally very seriously if you do you with for you or your child to take part in any of our media please let us know in writing by emailing - Office@justplaymusicschool.co.uk

17. 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.

18. Fees inclusive of VAT

- One to one lessons - £25.50 - 30 mins
- Paired lessons - £12.75 - 30 mins
- Jamming Together - Studio - £18
- Clubs - Studio - £18
- Jamming Together - School - £12.60
- Clubs- School- £12.50
- Guitar Club - £10.80
- Ukulele Club - £6.00