



Terms and Conditions

No-one likes reading terms and conditions but as it is the intention of everyone to provide the best possible service to all students attending classes at Finchley Music School, they are set out here:

Provision of the Service

1. The teaching service is provided by teachers who rent facilities from the Music School. The School may act as agent on behalf of the teacher in the collection of fees and these terms and conditions apply.

Collection of Fees

2. A non returnable deposit payment is required to book a place in a class, as detailed on the fees page. This deposit payment secures a place and pays for the initial course materials which contain everything the pupil needs for the initial part of their learning. This is refunded to you ONLY if the teachers have insufficient numbers to run a class. It is not refunded to you if you change your mind about starting lessons. Where a teacher collects their own fees, the teacher will make their own arrangements.

3. Fees are paid by Direct Debit for new students, and by Standing Order or card for other students. Full details of fees are on a separate fees page. Payments must NOT be stopped while lessons are continuing without prior agreement with the school. For missed payments, the school reserves the right to charge an administration fee which will be added to the account as detailed on the fees page. Fees may be varied from time to time, subject to you being given a minimum notice of half a term. Where a teacher collects their own fees, the teacher will make their own arrangements.

Note that we do not store credit/debit card details.

Amalgamation of Classes

4. Teachers may amalgamate classes when necessary.

Teacher Absence

5. In the event of a teacher not being able or available to teach for any reason, the teacher or the school may provide an alternative teacher to cover a short term absence or to be a longer term replacement.

In the case of short term absence the teacher may instead offer a make up lesson. Where it is not possible for a pupil to attend a make up lesson in these circumstances, the value of this lesson will be credited to the pupils account i.e. pupils are not charged for lessons that a teacher is unable to provide.

In the case of long term absence it may not be possible for the teacher or the school to offer an alternative teacher to cover the pupils lessons. Instead, alternative class times will be offered if it is possible to do so. Should a pupil be unable to attend the alternatives offered, or should there be no alternative available, the pupils lessons will be discontinued. No notice period will be required from the pupil.

Pupil Absence

6. Teachers do not make refunds for lessons missed by pupils. This teaching method is most successful when pupils attend every lesson. Pupils who miss a lesson are encouraged to ask their teacher for a make up lesson. Teachers provide make up lessons in a suitable alternative class, though if no suitable alternative is available then the teacher will not be able to offer a make up lesson.

Payment for Goods and Services

7. You agree to pay for all goods and services provided, including exams. You will also need to purchase course materials such as progressive tutor books, exam books, etc. when required.

Finchley Music School

Finchley Centre — Hendon Centre



Notice to Withdraw a Pupil

8. When a pupil has been enrolled in the school they remain so until formally withdrawn. **Failure to attend classes does not constitute formal withdrawal.**

Should you wish to discontinue lessons you can do so at the end of term or at a half term holiday subject to providing notice **in writing** no later than 5 weeks before the end of the term or half term OR the first day of the term or half term if this is less than 5 weeks. For the avoidance of confusion a separate notice is provided which details the cut off dates.

It is not possible to stop lessons part way through a term, except at the half term holiday.

- Where a pupil stops attending without giving notice, all lessons in any partially attended half term must be paid for as well as the subsequent complete half term.
- Where notice is received after a cut off date, all lessons up to the next holiday are to be paid for (as listed above), as well as the next complete half terms lessons.
- Where notice is received during a holiday, all lessons during the next complete half term are to be paid for.

Arrangements for Pupils attending lessons during the notice period

9. Where the pupil will be attending lessons during the notice period, the account will be closed at the end of the notice period. Those paying by Direct Debit will have any outstanding debts collected by Direct Debit (for those still paying by Credit/Debit card any outstanding debt will be charged to their Credit/Debit cards), and collection of regular payments will be stopped at this time. For all others, any outstanding debt must be cleared within 30 days of your receipt of your closing statement/invoice. Any refunds due to you will be made at this time. Teachers collecting their own fees will advise you of their own arrangements.

Arrangements for Pupils NOT attending during the notice period

10. Where the pupil will not be attending during the notice period, an amount equivalent to the notice period will be added to the pupils account. Those paying by Direct Debit will have any outstanding debts collected by Direct Debit (for those still paying by Credit/Debit card any outstanding debt will be charged to their Credit/Debit cards), and collection of regular payments will be stopped at this time. For all others, any outstanding debt must be cleared within 30 days of your receipt of your closing statement/invoice. Any refunds due to you will be made at this time. Teachers collecting their own fees will advise you of their own arrangements.

Overdue Fees

11. Where fees are overdue, the school reserves the right to charge interest on the overdue amount from the overdue date at a rate of 8% above the Bank of England base rate. In the case of pupils leaving the school, this will be from the date of the last lesson that the teacher provided where the outstanding amount is unpaid within 30 days of the school sending a statement of account. Additional charges will be added where further action is necessary to recover outstanding debts.

Safety of Pupils

12. The school and the teachers only accept responsibility for the safety of pupils once they are under the teachers' supervision, within the class room. Parents should escort children to the lesson, and pick them up at the end of the lesson. Outside the class room, we may use CCTV to monitor activity to ensure the safety of all students and visitors. Children's visits to the toilets are not supervised.

Variation to the Terms and Conditions

13. These terms and conditions may be updated from time to time. You will be notified of any changes in advance. If you do not agree with any change to these terms and conditions you are entitled to terminate the lessons by providing us with half a terms notice, in writing. Terms and Conditions may be viewed on the Web site at any time.

From 21_03_2017

Admin address, and address for correspondence –
Finchley Music School, 79 Manor Road, Barnet, EN5 2LG
0845 638 0767