

## TERMS AND CONDITIONS - YAMAHA MUSIC COURSES

Please read the following information carefully and keep this document for reference. Note especially the notice period for changing times or stopping a course, as this can affect the whole class, not just your child.

### How we work in brief:

- One term's notice is needed to stop lessons
- We invoice three times a year
- Refunds for missed lessons are not given
- Individual Yamaha piano lessons work in the same way as group lessons
- The lesson time or venue may change for follow-on courses or if classes are too small
- The adult that accompanies JMC children should be the one that helps with practice
- No younger siblings should be present in lessons
- No food or drink in classrooms
- We may photograph or film lessons - let us know if this is a problem
- Parking restrictions exist in The Nursery on weekdays (see below)

### Here are the details:

We operate a six term year: each term usually lasts between 5 and 7 weeks. Matrix and its teachers require **one term's notice** if students would like to stop lessons or change the lesson time. In order to stop lessons by the end of a term, you must inform the office before the first lesson of that term. Please note: holidays are not counted in the notice period.

However, **those in their first term may tell us sooner if they wish to stop** - we need to know before the last lesson of the first term. This first term must be paid for, along with the materials. If notice is given after this, we will charge for the notice period and it is our hope that students will attend all these lessons.

Likewise, Matrix will give at least one term's notice about operational or financial changes, or if a change of lesson time is necessary. This is made possible when families give us the appropriate notice about changes.

**Term dates** are available on our website: <http://www.matrixmusicschool.co.uk/calendar>

We **invoice three times a year**, and leave it to your discretion if you would like to pay in two or three instalments. Invoices detail course materials and exams when appropriate and will include the final date for payment. **You can pay by online banking, cheque or cash.** Cheques can be given to the teacher or the office. (We cannot accept responsibility for cheques lost in the post. Please write your child's name and lesson times on the back, especially if the cheque is made out in a different name.)

Refunds for missed lessons are not given. However, if your teacher is unable to take the lesson for any reason, and we are unable to find cover or to reschedule the lesson, we do

refund the lesson, usually on the next invoice. In extreme weather conditions, we will do our best to give the lesson, but we regret we cannot refund the lesson fee if a lesson is cancelled for this reason.

**Individual Yamaha piano lessons** (usually at JAC stage) work in the same way. However, with adequate notice, your teacher may be able to offer an alternative slot to replace a missed lesson. This is at the teacher's discretion - they are not obliged to do this, and certainly won't be prepared to rearrange timetables regularly.

**Fees and material prices** are available on the website. Fees are reviewed by the trustees each year, but we try to keep them the same for as long as possible. Course material prices are set by Yamaha and may change without notice.

Students (or families) experiencing financial difficulties are asked to speak to Lindsay - we always do our best to ensure students are able to continue their courses.

We try to keep **lesson times** the same but lesson times may change if the class becomes too small, or at the next stage of the course.

### Accompanying adult - ideal situations:

Music Wonderland: The adult who will be the child's partner for the following course, JMC, should accompany the child to Music Wonderland. Adults are fully involved in lessons.

Junior Music Course: The adult who helps support the child's practising at home is the one who should accompany JMC students to lessons.

Junior Fundamental Course: You are encouraged to attend. It can work without parents there, but it is usually better if parents are present.

**We do not allow younger siblings** to attend lessons. Alternative childcare arrangements should be made. (Sharing parents can be an acceptable solution but please check first.) Please do not plan to have older siblings in the lesson every week.

Lessons may sometimes be **photographed or filmed** - parents and students should speak to the office if there are any objections to this.

**Do not eat or drink in the classrooms** - plain water is OK, but not by the keyboards and preferably not during the lesson.

**Parking** in The Nursery can be problematic - please park considerately.

You must not park directly in front of the offices opposite the music school before 6pm on a weekday. At weekends and after 6pm during the week you may park anywhere, including in front of the other offices. Further parking is sometimes available further up The Nursery road. An additional public car park next to the recreation ground and cemetery can be accessed via Old Wallingford Way, a five minute walk away (turn left out of The Nursery, then right after 20 metres).