

Robert Jane Music – Drum Lessons (Private)

Terms & Conditions – 2021

Throughout this document, '*The Student*' refers to the individual receiving drum lessons, or where the individual is under 18 years of age, their parent or guardian. However, in Sections 7 & 8, '*The Student*' refers solely to the individual receiving drum lessons, regardless of age.

1. Lesson Prices

- a. All Lesson Prices are subject to change, with at least a full month's notice period given by Robert Jane (*The Teacher*) before revised lesson prices come into effect.

2. Lesson Times

- a. Unless otherwise arranged, lessons are booked in and paid for a month at a time, with correspondence and invoices sent out in the last week of each month.
- b. While every effort will be made by The Teacher to reserve the same lesson slot each week for The Student, this can not be guaranteed every week of every month.
- c. Lesson slots can be set to various intervals such as weekly, fortnightly as agreed between The Teacher and The Student. Once agreed, lessons are provisionally booked in at that interval indefinitely. Each month it will be assumed that lessons will carry on at that interval unless otherwise mentioned by either The Student or The Teacher.

3. Payment

- a. Payment of invoices must be made and successfully received by the due date on each invoice, via Bank Transfer. Cheques can not be accepted, nor can card payments. Only with previous agreement between The Teacher and The Student can invoices be paid for with cash.
- b. Where payment is late, or hasn't been received, The Teacher reserves the right to withhold any future lessons until full payment has been made.

4. Student Cancellations & Refunds

- a. Notice of any intention by The Student to cancel an agreed lesson must be received by The Teacher at least 24 hours before the lesson time, though please make every effort to inform the Teacher well in advance of any planned absences.
- b. If notice of cancellation is received 24 hours before the lesson, the lesson can either be rescheduled (depending on availability), or in most cases this lesson will be carried over in to the next invoice period.
- c. Under certain circumstances, a lesson cancelled with 24 hours notice or more can instead be refunded back to The Student, but only at The Teacher's discretion, and at the request of The Student.
- d. If less than 24 hours notice is given of any intention to cancel a lesson, neither a refund or a lesson credit can be granted to The Student. When booking drum lessons, The Student is reserving The Teacher's time each week, and without advanced notice, nothing can be done by The Teacher to 'resell' their pre-booked time.
- e. Exceptions to this cancellation rule are at the full discretion of The Teacher. Please always be honest about the reason for any cancellation, and in cases of family emergencies or other serious events that may dictate the need to cancel, refunds may be considered on a case-by-case basis.

5. Teacher Cancellations

- a. Occasionally, The Teacher may be left with no choice but to cancel a lesson, and reserves the right to do so.
- b. Notice of at least 24 hours notice will be given whenever possible, and any lessons cancelled by The Teacher will always be credited in the next invoice.

- c. Under certain circumstances, a lesson cancelled by The Teacher can instead be refunded back to The Student, but only at The Teacher's discretion, and at the request of The Student.

6. Termination of Lessons

- a. If The Student no longer wishes to continue with lessons, they must inform The Teacher of this during the correspondence period for the last full month of lessons they wish to receive.
- b. An invoice for the final, full month of lessons must be paid in full, regardless of whether or not The Student plans to attend these lessons.
- c. Notice given after this correspondence period (ie, once an invoice has been sent out) will be registered, but a final, full month of lessons will still be charged for, with the student encouraged to attend these final lessons.
- d. Please be honest and open about any reasons for terminating lessons, as The Teacher will always do their best to accommodate any issues, whether they're to do with finance, progress or personal reasons.
- e. Under extremely rare circumstances, The Teacher reserves the right to terminate lessons with The Student, giving the same amount of notice described above. The Student's lessons will only ever be terminated by the Teacher if they have been in serious or frequent breach of these Terms & Conditions, including part 7, below.

7. Expectations

- a. The Student is expected to arrive on time to lessons, or where The Teacher visits The Student, they must be able to start the lesson at the planned time. Any delay in starting a lesson can not be compensated by a late finish to the lesson.
- b. The Student is expected to practice frequently and effectively, with advice given throughout lessons by The Teacher to facilitate this. Without frequent practice, lessons become repetitive, and both The Student and The Teacher will lose interest very quickly! Frequent practice by The Student is the ONLY way to guarantee progress and improvement.
- c. In return, The Student can expect their lesson to start on time. Occasionally, lessons do over run, or there can be delays when travelling to visit students. In these circumstances, lessons will either run over slightly to cover the late start, or lost time will be carried over to the next lesson.

8. Liability

- a. The Teacher is covered by both a Full Enhanced DBS Check, and Public Liability Insurance. Proof of either document can be requested by emailing The Teacher directly.
- b. The Teacher can not accept any liability or responsibility for The Student outside of their lesson time. Where The Student is under 18 years of age, their Parent or Legal Guardian will be responsible for their child immediately before and after The Student's scheduled lesson time.
- c. The Student remains fully responsible and liable for any damage caused by them to either their own property or the property of The Teacher during their lesson.

9. Use of Lesson Facilities

- a. Regular face-to-face lessons are taught within a private residential location, and as such, respect and consideration for the property owner and neighbours is requested at all times.
- b. Please be particularly considerate when parking, and especially avoid parking or driving on grass verges. You'll be sent more detailed location and parking requirements ahead of your first lesson.

10. Privacy

- a. Only the most essential information will be kept securely by The Teacher about The Student and/or their Parents or Legal Guardian.

- b. This data will only ever be used for basic administrative purposes, and is accessible only to The Teacher directly. Under no circumstances will any personal data be passed on to any third party, or indeed any other individual.
- c. Upon termination of lessons, any data held by The Teacher relating to The Student will be permanently deleted within a month.
- d. In order to allow access to any online content and/or lesson notes and lesson reminders, Parents may provide contact details for The Student to The Teacher. These contact details will be treated with the utmost privacy and will only be used for the reasons outlined above. The Parent can request that any contact details are removed at any point.

11. Online Lessons

- a. At times, lessons may be conducted online using the Zoom video conferencing software. Regardless of the 'delivery' of these lessons, all the above Terms and Conditions remain applicable. In addition to the above, the following clauses also apply;
- b. Under no circumstances should any portion of the online lesson be recorded or 'screenshoted'.
- c. The Student should treat each lesson just as a regular face-to-face lesson, including being appropriately dressed and in an appropriate location.
- d. Where The Student is under the age of 18, no attempt should be made by the student to contact The Teacher outside of the scheduled lesson time, and any attempts by The Student to do so will be reported to The Parent.