



# **New Era Music School – Terms And Conditions**

## **TERMS AND CONDITIONS**

Effective August 2020

These terms and conditions form the basis of the contract between New Era Music School and customers. Customers are subject to and agree to be bound by these terms and conditions. New Era Music School reserves the right to vary these terms and conditions at any time and without notice. Any determination made by the Chief Executive arising from the terms and conditions shall be final.

### **SESSIONS**

New Era Music School provides Individual instrumental lessons. Our lessons can be during the School terms and During a Term breaks on a customer request. All our lessons are delivered online.

### **FEES**

Charges are payable in advance prior to the commencement of lessons. In the event of financial difficulty, New Era Music School should be contacted immediately to arrange a payment plan or to discuss other available options. Failure to make payment prior to the first session will lead to the cancellation of tuition. New Era Music School will be sent invoice for instrumental/vocal lessons only after written confirmation of customer for how many and how long lessons customer agree.

### **TEACHING**

Teaching is normally given based on age and ability. Lessons can be 20 minutes 30 minutes or 60 minutes long. For students grade 5 and above New Era Music School will not accept 20minutes lessons because of length of program for grade 5 and above. Progress is monitored continuously and recorded in Virtual Classroom Notebook.

### **TIME OF LESSONS**

New Era Music School Lessons Are Online Lessons, Lessons are arranged in most convenient time for customer and availability of teachers. Lessons can take place where you have a stable internet connection and appropriate condition for learning - quiet area, your instrument, music stand, tablet/computer/smartphone

### **COMMENCEMENT**

Lessons will begin as soon as possible following Free Trial Lesson is completed and Customer have informed, in written, admin team or teacher with how long lessons and how many lessons they want.

### **SUPERVISION**

New Era Music School Not accepts responsibility for pupils during actual lesson/session time. At all times, responsibility lies with the parents/carers. All New Era Music School Lessons are Recorded for Security reason.

### **INSTRUMENTS/ACCESSORIES**

Parents/carers/adult students agree to provide instruments, music and accessories as required, to pay any examination fees and to make arrangements for accompanists where required.

### **LIABILITY**

New Era Music School does not accept liability for loss or damage to pupil's instruments or personal possessions. Parents/carers/adult students should arrange appropriate insurance for these items.

### **BEHAVIOUR**

Pupils are expected to behave in a responsible and courteous manner at all times; to attend lessons regularly and to practise between lessons. Poor attendance, failure to practise or disruptive or anti-social behaviour by either the pupil or by the parent/carer, may result in tuition being withdrawn. No credits will be given in such circumstances.

### **EXAMINATIONS**

Examination entries are submitted by the instrumental teacher acting upon the instructions of the parent/carer/adult student. Responsibility for the notification of results lies with the teacher. Parents/carers/adult students undertake to make their own arrangements for accompanists. New Era Music School is not liable for the payment of examination fees or accompanist fees.

### **MISSED SESSIONS**

Lessons missed by pupils due to short term sickness, school trips/activities, revision leave, exams etc. will not be made up or credited. When half of the number of booked lessons or more consecutive sessions are missed in the same term due to illness/injury we will credit a maximum of 3 lessons. A medical certificate may be required.

When staff miss a session due to illness or technical difficulties, they will do their best to make the session up (e.g. through an extra lesson or a double lesson). When a Customer cancel a lesson, we will endeavour to make up the lesson provided that a minimum of 24 hours' notice has been received from the customer. In the event of an emergency lesson will be made up or credited without notice given in advance.

### **WITHDRAWAL**

Lessons and memberships are automatically renewed, Lessons will continue term-on-term and year-on-year until appropriate written notice of withdrawal is received. A pupil may only withdraw from lessons at the end of a Number of Booked lessons. Written Notice must be given to the Teacher or Admin team at least 2 weeks before last lesson. If the required notice to withdraw from lessons is not given, a late notice charge of a 3 lessons fees will be payable towards the cost of rescheduling lessons and/or loss of planned income. Payment of the late notice charge does not entitle a pupil to attend lessons. If a pupil withdraws part way through a Number of Booked lessons, all of the lesson's charges remain payable in full.

Last updated: 26 August 2020  
New Era Music School