

Terms and Conditions

These terms and conditions form the basis of the contract between the Grand School of Music and parents/carers. Parents/carers are subject to and agree to be bound by these terms and conditions. The Grand School of Music (hereafter referred to as GSM) reserves the right to vary these terms and conditions at any time and without notice. Any determination made by the Directors arising from the terms and conditions shall be final.

1. **LESSONS**

GSM provides lessons throughout the school year with sessions usually provided on a weekly basis. Times are scheduled with the GSM office and every effort will be made to accommodate the parents/carers preferences.

2. **FEES**

GSM charges \$65 for a one-hour lesson, \$50 for 45 minutes or \$38 for 30 minutes. GSM will invoice for upcoming instrumental lessons at the start of each month. Any equipment or music previously supplied by GSM will also be included on this invoice. In the event of financial difficulty, GSM should be contacted immediately to arrange a payment plan or to discuss other available options. Failure to make payment by the published due date will lead to the withdrawal of tuition. A 5% discount will be granted for those families with 2 or more students.

3. **TEACHING**

Teaching is given on an individual basis. GSM guarantees the highest quality tuition, providing well qualified, experienced and specialist teachers. Any concerns regarding teachers or tuition should be raised with the Directors.

4. **COMMENCEMENT**

Lessons will begin as soon as possible following receipt of a completed enrollment form. Membership of GSM ensembles is determined by teaching staff. An audition may be required.

5. The minimum commitment and charge for lessons is until the end of the month in which attendance begins. Trial lessons/sessions may be offered at the discretion of the individual teacher.

6. **SUPERVISION**

GSM only accepts responsibility for pupils during actual lesson time. At all other times, responsibility lies with the parents/carers. Parents/carers agree to supervise students whilst on GSM property and students are forbidden from climbing or playing on any part of GSM property.

7. **INSTRUMENTS/ACCESSORIES**

Parents/carers agree to provide an instrument for practice. The purchase of sheet music, accessories and ABRSM examination fees will be listed in the student's practice diary and added to the upcoming invoice. (Loan instruments may be available - terms and conditions apply).

8. **LIABILITY**

GSM does not accept liability for loss or damage to pupil's instruments/personal possessions or any personal injuries incurred whilst on the premises. Parents/carers should arrange appropriate insurance for the student's instrument.

9. **BEHAVIOR**

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

10. **ABRSM EXAMINATIONS**

Examination entries are submitted by the instrumental teacher acting upon the instructions of the parent/carer. Responsibility for the notification of results lies with the teacher. GSM may provide an accompanist for an additional fee. GSM is not liable for the payment of examination fees or accompanist fees.

11. **ABSENCES AND MAKEUP LESSONS**

- Lesson absences will not be credited for: sports (practices or games), parties, doctors' appointments, transportation issues, or social / other events. Notification must be received two hours before the lesson start time.

- In exceptional circumstances, where notice is given by the final day of the previous month (**before** your invoice is sent), and approved at the sole discretion of the GSM directors – parents/students will not be charged for a lesson absence. Rescheduling a lesson may be possible although parents should be aware that availability is very limited.

Examples may include: Recitals, Orchestral Concerts, high-profile Sporting Events, Special Religious Occasions etc.

- We will credit up to 2 missed lessons per year (September-September) due to illness. Any further absences will require a scanned copy of a doctors' note to info@grandschoolofmusic.com within three days of the absence.
- GSM will not accommodate any changes or occasional time swaps to your original agreed up on lesson day and time slot. Permanent time slot changes will be considered where available.
- Lessons will be credited for any teacher absences when an appropriate cover teacher or makeup time slot cannot be found.

12. **WEATHER**

In the event of an emergency or closure of GSM due to an event outside GSM's control (eg a pandemic, flooding, or catastrophic event) sessions will not be made up or refunded. During periods of bad weather students will be notified of GSM's open/closed status. Lessons will only be rescheduled when the GSM is closed.

13. **WITHDRAWAL**

Lessons will continue month on month and year on year until appropriate written notice of withdrawal is received. Notice must be given, by e-mail to info@grandschoolofmusic.com or in writing to our Directors, at least one month prior to the end of lessons.