

PERI MUSIC PARENT TERMS AND CONDITIONS

Version: 1.0

Effective Date: 20.07.2026

Review Date: Annually

1. INTRODUCTION

These Terms and Conditions ("Terms") govern the provision of music tuition and associated educational services by **Peri Music Ltd** ("Peri Music", "we", "our" or "us") to pupils registered by a parent or legal guardian ("Parent", "you" or "your").

By registering a pupil for music tuition through Peri Music, you confirm that you have read, understood and agree to be bound by these Terms and Conditions.

These Terms apply to all music tuition delivered by Peri Music unless otherwise agreed in writing.

2. DEFINITIONS

For the purposes of these Terms:

Company means Peri Music Ltd.

Tutor means a music teacher engaged by Peri Music to deliver tuition on its behalf.

School means the educational establishment where tuition takes place.

Parent means the parent, legal guardian or person with parental responsibility registering a pupil.

Pupil means the student receiving tuition.

Lesson means a scheduled music tuition session delivered by Peri Music.

Academic Term means the published school term dates applicable to the School.

3. ELIGIBILITY

Unless otherwise agreed with the School, Peri Music currently provides instrumental tuition to pupils.

The instruments currently offered are:

- Guitar
- Bass Guitar
- Piano
- Drums
- Vocals

Additional instruments may be introduced where:

- sufficient interest exists from pupils;
- a suitably qualified tutor is available; and
- Peri Music considers delivery to be operationally viable.

Peri Music reserves the right to withdraw or postpone tuition for an instrument where insufficient demand exists.

4. REGISTRATION

Registration for tuition must be completed using the official Peri Music online registration system.

Submission of a registration form does not automatically guarantee a lesson place.

Places are offered subject to:

- tutor availability;
- instrument availability;
- sufficient teaching capacity;
- timetable availability within the School.

Peri Music will confirm acceptance of an application by email.

A contract between Peri Music and the Parent is formed only when Peri Music confirms the pupil's place.

5. LESSON PROVISION

Peri Music will use reasonable endeavours to provide:

- one lesson per week during term time;
- a minimum of ten (10) lessons per academic term, subject to the School calendar.

Where school terms are longer than ten teaching weeks, additional lessons may be scheduled and charged accordingly.

Individual lessons are normally:

- twenty (20) minutes in duration;
- delivered on a one-to-one basis.

Where demand requires and educationally appropriate, Peri Music may organise paired or small-group lessons.

Parents will be informed where lessons are delivered in a group format.

6. TIMETABLING

Peri Music is responsible for preparing, issuing and maintaining lesson timetables.

Lesson times will normally rotate throughout the academic year to minimise disruption to the same curriculum subject.

Lesson timetables will be made available to pupils through the School.

Parents should note that lesson times may occasionally change due to operational requirements, tutor availability or information received from the School.

Whilst Peri Music makes every reasonable effort to maintain consistent lesson schedules, exact lesson times cannot be guaranteed throughout the academic year.

It remains the responsibility of the pupil to attend lessons at the published time.

7. PRACTICE AND PROGRESSION

Peri Music is committed to providing high-quality music education delivered by experienced tutors.

Whilst every effort will be made to support each pupil's musical development, individual progress will depend upon several factors including:

- regular lesson attendance;
- home practice;
- engagement during lessons;
- parental support.

As a general guide, pupils are encouraged to practise for approximately 10–20 minutes each day between lessons.

Peri Music cannot guarantee examination success or any particular standard of musical achievement.

8. FEES AND PAYMENT

Lesson fees are charged at **£10.00 per lesson** unless otherwise agreed in writing.

Fees are payable directly to **Peri Music Ltd**. The School does not collect or administer lesson fees except where it has agreed to subsidise tuition under a separate arrangement.

Parents will receive an invoice from Peri Music before the start of each payment period. Invoices will specify:

- the number of lessons being charged;
- the total amount due;
- the payment deadline; and
- the accepted methods of payment.

Lesson fees must be paid in full by the stated payment deadline.

Where payment is not received by the due date, Peri Music reserves the right to:

- suspend future lessons until payment has been received;

- refuse new lesson bookings;
- recover any outstanding fees through appropriate means.

Cash payments will not be accepted unless expressly agreed by Peri Music.

Peri Music reserves the right to review lesson fees from time to time. Parents will be given at least one academic term's notice of any increase in lesson fees.

9. SCHOLARSHIPS AND SUBSIDISED TUITION

Some schools may choose to subsidise music tuition for eligible pupils.

Where a School contributes towards lesson fees:

- Peri Music will invoice the Parent only for the remaining balance due.
- Any subsidy is provided entirely at the discretion of the School.
- Peri Music accepts no responsibility for decisions relating to eligibility, continuation or withdrawal of School funding.

Parents seeking additional financial assistance may apply to external charities or organisations that provide funding for music education.

Peri Music is not responsible for:

- assessing applications;
 - administering external funding;
 - guaranteeing successful applications; or
 - replacing external funding if an application is unsuccessful.
-

10. TUTOR ABSENCE

If a Tutor is unable to deliver a scheduled lesson due to illness, emergency or other unforeseen circumstances, Peri Music will notify the School and, where appropriate, the Parent as soon as reasonably practicable.

Peri Music will use reasonable endeavours to:

- arrange a replacement lesson;
- provide a suitable alternative tutor where practicable; or
- issue a lesson credit or refund where a replacement lesson cannot reasonably be arranged.

The method of replacement or reimbursement shall be determined by Peri Music.

Replacement lessons may:

- take place on an alternative date;
 - take place during a subsequent academic term; or
 - be delivered online where appropriate and agreed.
-

11. MISSED LESSONS

Parents acknowledge that lesson fees secure a scheduled teaching appointment.

Refunds or replacement lessons will not normally be provided where a lesson is missed due to:

- pupil absence through illness;
- holidays taken during term time;
- forgetting the lesson;
- failure to attend at the published lesson time;
- suspension or exclusion from the School;
- any other absence beyond the reasonable control of Peri Music.

Where a pupil is expected to miss a lesson for a known reason, Parents should notify their School as early as possible.

Peri Music will consider requests for replacement lessons on a case-by-case basis but cannot guarantee that alternative lessons will be available.

Pupils may independently swap lesson times with other pupils. Peri Music can accept no responsibility in this event.

Where a pupil becomes medically unable to continue lessons for an extended period, Parents should notify Peri Music as soon as possible.

At its discretion, Peri Music may:

- suspend future lessons until the pupil is able to return;
- issue a credit for unused lessons; or
- provide an appropriate refund where lessons cannot reasonably be delivered.

Supporting medical evidence may be requested where appropriate.

12. SCHOOL EVENTS AND TIMETABLE CHANGES

Peri Music prepares and manages lesson timetables using information provided by the School.

The School is responsible for informing Peri Music of:

- examinations;
- educational visits;
- sports fixtures;
- performances;
- assemblies;
- room changes;
- timetable alterations; and
- any other event that may affect scheduled lessons.

Where the School provides reasonable notice of such events, Peri Music will use reasonable endeavours to amend lesson timetables or arrange alternative lessons where operationally possible.

Parents acknowledge that replacement lessons cannot always be guaranteed where timetable changes are required due to School operational needs.

Where a pupil misses a lesson because the School failed to notify Peri Music of a timetable clash or event in sufficient time for the published timetable to be amended, Peri Music shall not be responsible for providing a replacement lesson, credit or refund.

In such circumstances, responsibility for any reimbursement rests with the School in accordance with its agreement with Peri Music.

Peri Music will work constructively with the School to minimise disruption wherever reasonably possible.

13. PARENT RESPONSIBILITIES

Parents and carers play an important role in supporting their child's musical development.

By registering for lessons, Parents agree to:

- Ensure their child attends lessons punctually and is prepared to participate.
- Encourage regular practice between lessons.
- Inform Peri Music promptly of any changes to contact details or emergency contact information.
- Notify Peri Music of any relevant medical conditions, learning needs or additional support requirements that may affect lesson delivery.
- Ensure lesson fees are paid in accordance with these Terms and Conditions.
- Encourage respectful behaviour towards tutors, school staff and fellow pupils.

Parents acknowledge that tutors are responsible only for delivering music tuition and are not responsible for supervising pupils before or after lessons.

Administrative enquiries relating to lesson registrations, payments, cancellations, refunds or contracts should be directed to Peri Music rather than individual tutors.

14. STUDENT CONDUCT AND BEHAVIOUR

Peri Music is committed to providing a safe, positive and inclusive learning environment.

Pupils are expected to:

- Treat tutors, school staff and other pupils with courtesy and respect.
- Follow reasonable instructions given by tutors.
- Arrive prepared for lessons with any required equipment or music.
- Use instruments and equipment responsibly.
- Behave in a manner consistent with the School's behaviour expectations whilst on School premises.

Peri Music reserves the right to suspend or terminate tuition where a pupil's behaviour:

- presents a risk to the safety or wellbeing of others;
- repeatedly disrupts lessons;
- involves abusive, threatening or discriminatory language or behaviour;
- results in deliberate damage to instruments or equipment; or
- otherwise prevents the effective delivery of tuition.

Where reasonably practicable, Peri Music will discuss concerns with the Parent before terminating tuition.

Where tuition is terminated due to serious misconduct, refunds will not be provided for any lessons already paid for but not yet delivered.

15. INSTRUMENTS AND EQUIPMENT

Where available, the School or Peri Music may provide instruments for use during lessons.

Parents are encouraged to provide pupils with their own instrument where possible to support regular practice and continued progress.

Where pupils bring their own instruments to School:

- instruments should be clearly labelled;
- pupils remain responsible for their safe transport to and from School;
- storage facilities, where provided by the School, are offered at the owner's risk.

Neither Peri Music nor the School accepts responsibility for the loss, theft or accidental damage of pupils' personal instruments or equipment except where liability cannot be excluded by law.

Parents are encouraged to ensure that valuable instruments are appropriately insured.

Where a pupil deliberately or negligently damages an instrument or equipment belonging to Peri Music, the School or another individual, the Parent may be responsible for the reasonable costs of repair or replacement.

Normal wear and tear resulting from appropriate use will not result in charges.

16. HEALTH AND SAFETY

Peri Music is committed to maintaining a safe teaching environment.

Tutors will:

- comply with the health and safety procedures of each School;
- follow all site-specific safeguarding and emergency procedures;
- report accidents, hazards or incidents in accordance with School procedures;
- maintain safe teaching practices during lessons.

Parents acknowledge that Peri Music tutors are responsible for pupils only whilst they are actively participating in their scheduled lesson.

Responsibility for pupils outside lesson times, including before lessons, after lessons and during the wider School day, remains with the School.

In the event of an accident or medical emergency during a lesson, the tutor will immediately seek assistance from the School in accordance with the School's emergency procedures.

17. SAFEGUARDING

Peri Music is committed to safeguarding and promoting the welfare of children and young people.

All tutors engaged by Peri Music are required to:

- hold an Enhanced Disclosure and Barring Service (DBS) certificate appropriate for working with children;
- complete safeguarding training appropriate to their role;
- comply with Peri Music's Safeguarding Policy;
- comply with the safeguarding procedures of each School where they teach.

Where a safeguarding concern arises, tutors will report the matter immediately to the School's Designated Safeguarding Lead (DSL) and to Peri Music, in accordance with safeguarding legislation and local procedures.

Parents should report any safeguarding concerns relating to Peri Music or one of its tutors without delay.

Safeguarding concerns may be referred directly to the relevant statutory authorities where required by law.

Nothing within these Terms and Conditions limits Peri Music's responsibility to take immediate action where the safety or welfare of a child may be at risk.

18. DATA PROTECTION AND PRIVACY

Peri Music is committed to protecting the privacy and personal information of pupils, parents and carers.

Peri Music processes personal data in accordance with:

- The UK General Data Protection Regulation (UK GDPR);
- The Data Protection Act 2018; and

- Peri Music's Privacy Policy.

Personal information collected may include:

- Parent and pupil names;
- Contact details;
- Emergency contact information;
- Medical information relevant to lesson delivery;
- School details;
- Lesson attendance records;
- Payment information;
- Communication relating to music tuition.

Personal information will only be processed for legitimate purposes connected with the administration and delivery of music tuition.

This may include:

- arranging lesson timetables;
- allocating tutors;
- communicating with parents and schools;
- processing payments;
- maintaining safeguarding records;
- responding to complaints or incidents;
- complying with legal or regulatory obligations.

Peri Music will only share personal information where necessary to deliver its services or where required by law. This may include sharing relevant information with:

- the School attended by the pupil;
- tutors engaged by Peri Music;
- authorised payment providers;
- regulatory or safeguarding authorities where appropriate.

Peri Music will never sell personal information to third parties.

By submitting a registration for music tuition, the Parent confirms that they have read and understood Peri Music's Privacy Policy and consent to Peri Music processing the personal data of both the Parent and the Pupil for the purposes described above.

Parents may withdraw consent for processing that is based on consent at any time. However, where the processing of personal data is necessary for Peri Music to provide music tuition, withdrawing consent may prevent Peri Music from continuing to deliver the service.

Parents have the right to request access to, correction of or deletion of personal data, subject to applicable legal obligations.

19. COMPLAINTS

Peri Music aims to provide a high-quality service and welcomes feedback from parents, pupils and schools.

Where possible, concerns should be raised informally with Peri Music in the first instance so that they may be resolved quickly.

If a concern cannot be resolved informally, a formal complaint may be submitted in accordance with the Peri Music Complaints Policy.

Complaints should normally be submitted in writing and include sufficient information to enable a full investigation.

Peri Music will investigate complaints fairly, impartially and within the timescales set out in its Complaints Policy.

A copy of the current Complaints Policy is available on request or via the Peri Music website.

Safeguarding concerns will always be dealt with in accordance with Peri Music's Safeguarding Policy and relevant statutory guidance.

20. CANCELLATION AND TERMINATION

Parents may withdraw their child from music tuition by providing **one full academic term's written notice** to Peri Music.

Notice should be submitted by email or in writing to the contact details published by Peri Music.

Lesson fees remain payable throughout the notice period.

Peri Music reserves the right to suspend or terminate tuition immediately where:

- fees remain unpaid after reasonable reminders;
- a pupil's behaviour seriously disrupts lessons;
- safeguarding concerns arise;
- continued tuition is considered inappropriate;
- a Parent or Pupil behaves in a threatening, abusive, discriminatory or otherwise unacceptable manner towards tutors, School staff or representatives of Peri Music.

Where tuition is terminated because of serious misconduct or breach of these Terms and Conditions, Peri Music shall not normally be obliged to issue refunds for any prepaid lessons.

Termination of tuition shall not affect any outstanding payment obligations incurred before the termination date.

21. LIMITATION OF LIABILITY

Peri Music will use reasonable skill and care in delivering all music tuition services.

Nothing in these Terms and Conditions excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- any other liability that cannot lawfully be excluded or limited.

Subject to the above, Peri Music shall not be liable for:

- interruption to lessons caused by School closures or operational decisions made by the School;
- missed lessons resulting from pupil absence;
- delays caused by circumstances beyond Peri Music's reasonable control;
- indirect or consequential losses arising from the provision of tuition;
- loss, theft or damage to pupils' personal property except where caused by Peri Music's negligence.

Where a lesson cannot take place because the School failed to notify Peri Music of a timetable clash, room change or other School event in sufficient time, responsibility for any reimbursement shall rest with the School in accordance with its agreement with Peri Music.

22. FORCE MAJEURE

Peri Music shall not be liable for any failure or delay in performing its obligations where such failure results from circumstances beyond its reasonable control.

Such circumstances include, but are not limited to:

- severe weather;
- natural disasters;

- fire;
- flood;
- industrial action;
- pandemic or epidemic;
- government restrictions;
- failure of utilities or communication systems;
- closure of School premises.

Where reasonably practicable, Peri Music will make every effort to resume services or provide alternative arrangements.

23. CHANGES TO THESE TERMS

Peri Music reserves the right to amend these Terms and Conditions from time to time where reasonably necessary.

Parents will be given reasonable notice of any significant changes.

Continued participation in music tuition following notification of updated Terms shall constitute acceptance of the revised Terms.

The most recent version of these Terms and Conditions will always be available from Peri Music upon request or via the Peri Music website.

24. GENERAL PROVISIONS

These Terms and Conditions constitute the entire agreement between the Parent and Peri Music regarding the provision of music tuition and supersede any previous agreements or understandings relating to the same subject matter.

If any provision of these Terms is found to be invalid, unlawful or unenforceable, the remaining provisions shall continue in full force and effect.

No failure or delay by Peri Music in exercising any right under these Terms shall constitute a waiver of that right.

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

25. CONTACT DETAILS

For all enquiries relating to music tuition, registrations, lesson administration, payments or these Terms and Conditions, please contact:

Peri Music Ltd

Email: jbutler@perimusic.com

Website: <https://perimusic.com/>

ACCEPTANCE OF TERMS

By submitting a registration for music tuition through Peri Music, the Parent or legal guardian confirms that:

- they have read and understood these Parent Terms and Conditions;
- they agree to be bound by these Terms and Conditions;
- they have read and accepted Peri Music's Privacy Policy;
- they consent to the processing of personal data in accordance with Peri Music's Privacy Policy and applicable data protection legislation;
- they understand Peri Music's Fees, Cancellation and Refund arrangements; and
- they confirm that the information provided during registration is accurate to the best of their knowledge.