



## Terms and Conditions of Enrolment

# Music Tuition

Supporting Safe, Inclusive and High-Quality Music Education

February 2026

Applies to:

- Partner In-School Lessons
- Music Education Centre Lessons



## Key Points Summary

Please read the full Terms and Conditions carefully. The following highlights key commitments when enrolling with Lowe Academy.

### Payment

- Lessons are invoiced in advance through MyMusicStaff
- Lessons cannot take place if payment is outstanding
- Missed lessons are chargeable unless 24 hours' notice is given

### Commitment

- Partner School lessons require half-term notice to cancel
- Music Education Centre lessons require one month's notice
- Free trial lessons are not offered

### Communication & Attendance

- Parents must notify Lowe Academy directly regarding absences
- Schools cannot be relied on notifying Lowe Academy of absences on your behalf
- Parents will be provided with MyMusicStaff portal login details following tutor allocation. The portal provides access to lesson schedules, repertoire, and tutor feedback.

### Recording Policy

- Video recording or filming lessons is strictly prohibited
- Tutors may provide audio recordings for practice support

### Safeguarding & Professional Standards

- All tutors hold Enhanced DBS certification and Safeguard Training
- Tutors communicate only through official Lowe Academy systems

### Contract Agreement

- By enrolling, you enter into a binding agreement for music tuition services.

# PART 1

## Lessons Within Partner Schools

### Payment and Attendance



#### 1.1 Invoicing and Payment

Lessons are invoiced in advance via email through the MyMusicStaff online portal and may be paid:

- Half-termly (six instalments across the academic year)
- Monthly (by agreement with the admin team)

Payment must be received before lessons begin.

Lowe Academy reserves the right to suspend lessons where payment is outstanding and may release lesson slots or recover unpaid fees where necessary.

Payments are processed securely through Stripe or bank transfer.

#### 1.2 Minimum Commitment

The minimum enrolment period is one half-term.

Free trial lessons are not offered.

#### 1.3 Missed Lessons and Absences

Lessons missed due to illness, exams, school trips, holidays or emergency closures are chargeable unless 24 hours' notice is provided.

Parents must notify one of the following:

- Their child's allocated tutor via @loweacademy.com
- info@loweacademy.com
- MyMusicStaff portal

School offices cannot notify Lowe Academy on your behalf.

#### 1.4 Academy Cancellation

Where Lowe Academy cancels a lesson due to tutor illness or unavailability, a credit will be automatically applied.

Tutors reserve the right, at their professional discretion, to cancel or end a lesson if a student appears unwell, to protect the health and safety of all.

#### 1.5 After School Groups

Children must be collected promptly. Repeated late collection may result in withdrawal.



# PART 1

## Lessons Within Partner Schools

### CANCELLATION & CONDUCT

#### 2.1 Individual Lesson Cancellation

24 hours' notice is required to avoid lesson charges.

#### 2.2 Cancelling Tuition Entirely

One half-term's written notice must be provided via:

✉ [info@loweacademy.com](mailto:info@loweacademy.com)

Fees remain payable during the notice period whether lessons are attended or not.

### 3. Lesson Conduct and Supervision

Students leave class for lessons and are responsible for catching up missed work.

From Year 3 onwards, students attend lessons independently after the first two weeks of term.

Lowe Academy staff do not supervise students outside lesson times.

Students and staff must wear appropriate clothing.

# PART 1

## Lessons Within Partner Schools

### LIABILITY, RECORDING & ONLINE LESSONS



#### 4. Instruments and Liability

Students should bring their own instrument unless agreed otherwise.

Lowe Academy does not accept liability for:

- Loss or damage to instruments
- Personal belongings
- Damage occurring on school premises

Nothing in these Terms limits liability where unlawful, including death or personal injury caused by negligence.

#### 5. Recording and Filming Policy

To safeguard all students:

Video recording or livestreaming children in lessons is strictly prohibited

Tutors may provide audio recordings to support learning and practice.  
Unauthorised filming may result in immediate termination of lessons.

#### 6. Online Teaching

In exceptional circumstances, lessons may be delivered online.

Online lessons are considered delivered services and are chargeable if missed.

Parents must review the Online Teaching Policy before participation.

# PART 1

## Lessons Within Partner Schools

### PROFESSIONAL STANDARDS & SAFEGUARDING



## 7. Professional Boundaries

Tutors communicate only through:

- Official @loweacademy.com email
- MyMusicStaff messaging

Tutors will not share personal contact details or connect via social media.  
Students should not use personal email accounts for communication.

## 8. Safeguarding

All staff:

- Hold Enhanced DBS certification
- Complete safeguarding training
- Maintain Public Liability Insurance

Safeguarding Contacts:

Designated Safeguarding Leads

Emily Lowe & Jack Lowe

✉ info@loweacademy.com

☎ 07541 857 872

If concerns involve these leads:

Sheffield Music Hub Safeguarding Lead

Ian Naylor

✉ Ian.Naylor@sheffield.gov.uk

☎ 0114 250 6860

In emergencies, contact the police.

☎ 999

# PART 1

## Lessons Within Partner Schools

### CONSUMER RIGHTS & AGREEMENT



## 9. Consumer Rights

Low Academy provides services in accordance with the Consumer Rights Act 2015.

Nothing in these Terms affects statutory consumer rights.

By enrolling, you agree to enter into a contract for tuition services. Once lessons begin within a billing period, fees remain payable in accordance with these Terms.

## 10. Privacy and Data Protection

Low Academy complies with UK GDPR and Data Protection legislation. Full details are available in our Privacy Policy.

## 11. Agreement

By completing enrolment and submitting payment details, parents/guardians confirm:

- They have read and understood these Terms
- They agree to be legally bound by them
- They accept financial responsibility for lesson fees

## PART 2

# Lessons at our Music Education Centre

**The Annex, Millennium House**  
30 Junction Road, Sheffield, S11 8XB



**The Terms above apply to Music Education Centre lessons except where outlined below.**

## Key Differences

- Lessons are invoiced monthly
- Minimum enrolment period is one month
- One month's written notice is required to cancel tuition
- Parents remain responsible for safe travel to and from the centre

**All safeguarding, recording, liability and consumer protection clauses remain identical.**

# Thank You



Thank you for choosing Lowe Academy of Music and the Arts.

We are proud to support young people in developing confidence, creativity and lifelong musical skills.

**All enquiries should go to our Admin Manager via email [info@loweacademy.com](mailto:info@loweacademy.com)**