

Lowe Academy of Music and the Arts

TERMS AND CONDITIONS OF ENROLMENT

Our Terms and Conditions are divided into two categories:

- Lessons that take place within our partner schools during school hours
- Lessons that take place from our Music Education Centre: The Annexe, Millennium House, 30 Junction Road, Sheffield, S11 8XB

Full Terms and Conditions for both are below:

Terms and Conditions of Enrolment for lessons

WITHIN OUR PARTNER SCHOOLS:

1.PAYMENT and ATTENDANCE

1a)

Lessons are invoiced in advance either by monthly direct debit, or in three termly instalments (Autumn Term: September-December, Spring Term: January-April. Summer Term: May-July). Non-payment of fees will lead to the withdrawal of tuition.

1b)

Free Trials are not available. The minimum commitment is one term.

1c)

Lessons missed by pupils due to exams, school trips, short term illness, emergency closure of school, pandemic, flooding, snow etc. will not be made up or refunded.

1d)

Students will not be charged if the tutor does not attend the scheduled lesson.

2.LESSON CONDUCT

2a)

Children will need to come out of class during the school day for their lessons. It is expected that children will catch up with their learning as agreed by the class teacher. Our partner schools are in full support of this scenario.

2b)

Lowe Academy of Music and the Arts staff are not responsible for escorting children to and from lessons. The school is responsible for pupils outside the actual lesson time.

2c)

Students and staff must wear appropriate clothing as per a non-uniform school day and must be fully clothed at all times.

3.LIABILITY

3a)

Your child is expected to bring their own instrument to their lesson each week. Unfortunately instrument hire through Sheffield Music Hub is not available for guitars and ukuleles. Please contact us direct if you would like advice on purchasing an instrument.

3b)

Lowe Academy of Music and the Arts does not accept liability for loss or damage to pupils instruments or personal possessions.

4.ONLINE TEACHING

4a)

In the event that your child's lessons are delivered online it is expected that you will read and agree to our online teaching policy available here: <https://docs.google.com/forms/d/1r-XZuwpPlsBWsvJo6jHKDr6oKnTIqWEECwtcRzPaqGU/edit>

4b)

Once online lessons are agreed a “scheduled lesson” will be considered your paid for service. Refunds will not be made if a student does not attend the agreed scheduled lesson time.

5.TUTOR CONTACT

5a)

Tutors will only log on using their company monitored ‘first name’ @loweacademy.com email accounts

5b)

Parents/Guardians must use their own choice of email address to establish video conferencing connections

5c)

Students must not use their own personal email addresses at any time

5d)

No social media account information should be shared between the student and teacher with the exception of Lowe Academy’s own branded company accounts.

6.SAFEGUARDING

6a)

All Lowe Academy Staff hold valid Enhanced DBS Certificates, have undergone Safeguarding Training and have their own Public Liability Insurance.

6b)

If you have any concerns about the behaviour of any Lowe Academy staff/teachers you can report issues in complete confidence direct to our Designated Safeguarding Leads: Emily Lowe & Jack Lowe on info@loweacademy.com / 07541 857 872

6c)

If your concern is in regard to Jack or Emily Lowe you should contact Sheffield Music Hub Designated Safeguarding Lead: Ian Naylor on Ian.Naylor@sheffield.gov.uk / [0114 250 6860](tel:01142506860)

6d)

Alternatively, in serious circumstances where you believe immediate action is required we encourage you to call the police.

7.PRIVACY POLICY

7a)

Lowe Academy will continue to take appropriate GDPR compliant measures to store any customer data securely as per our existing Privacy Policy available here:

<https://loweacademy.com/about/>

8.CANCELLATION

8a)

In the event that you wish to Cancel tuition we require 6 weeks/a half terms notice via email to please Mandy Linder at info@loweacademy.com

Terms and Conditions of Enrolment for lessons at our

MUSIC EDUCATION CENTRE:

The Annexe, Millennium House, 30 Junction Road, Sheffield, S11 8XB:

1.PAYMENT and ATTENDANCE

1a)

Lessons are invoiced in advance by monthly direct debit. Non-payment of fees will lead to the withdrawal of tuition.

1b)

Free Trials are not available. The minimum commitment is one month.

1c)

Lessons missed by pupils due to short term illness without prior notice as well as emergency closure of school, pandemic, flooding, snow etc. will not be made up or refunded.

1d)

Students will not be charged if the tutor does not attend the scheduled lesson.

2.LESSON CONDUCT

2a)

Students and staff must wear appropriate clothing and must be fully clothed at all times.

3.LIABILITY

3a)

Students are expected to bring their own instrument to their lesson each week (with the exception of Drum and Piano students). We have a selection of spare instruments available for student use but they are only available during lesson times on a first-come-first-serve basis. Please contact us direct if you would like advice on purchasing an instrument.

3b)

Lowe Academy of Music and the Arts does not accept liability for loss or damage to students instruments, personal possessions, or vehicles.

4.ONLINE TEACHING

4a)

In the event that the student's lessons are delivered online it is expected that you will read and agree to our online teaching policy available here: <https://docs.google.com/forms/d/1r-XZuwpPlsBWsvJo6jHKDr6oKnTIqWEECwtcRzPaqGU/edit>

4b)

Once online lessons are agreed a “scheduled lesson” will be considered your paid for service. Refunds will not be made if a student does not attend the agreed scheduled lesson time.

5.TUTOR CONTACT

5a)

Tutors will only log on using their company monitored 'first name' [@loweacademy.com](mailto:info@loweacademy.com) email accounts

5b)

Parents/Guardians must use their own choice of email address to establish video conferencing connections

5c)

Students must not use their own personal email addresses at any time

5d)

No social media account information should be shared between the student and teacher with the exception of Lowe Academy's own branded company accounts.

6.SAFEGUARDING

6a)

All Lowe Academy Staff hold valid Enhanced DBS Certificates, have undergone Safeguarding Training and have their own Public Liability Insurance.

6b)

If you have any concerns about the behaviour of any Lowe Academy staff/teachers you can report issues in complete confidence direct to our Designated Safeguarding Leads: Emily Lowe & Jack Lowe on info@loweacademy.com / 07541 857 872

6c)

If your concern is in regard to Jack or Emily Lowe you should contact Sheffield Music Hub Designated Safeguarding Lead: Ian Naylor on Ian.Naylor@sheffield.gov.uk / [0114 250 6860](tel:01142506860)

6d)

Alternatively, in serious circumstances where you believe immediate action is required we encourage you to call the police.

7.PRIVACY POLICY

7a)

Lowe Academy will continue to take appropriate GDPR compliant measures to store any customer data securely as per our existing Privacy Policy available here:

<https://loweacademy.com/about/>

8.CANCELLATION

8a)

In the event that you wish to cancel tuition we require 30 days notice via email to please Mandy Linder at info@loweacademy.com

SAFER EDUCATION

The welfare of our students is our primary concern.

In line with Government Legislation we hold Safeguarding, Privacy and Safer Recruitment Policies all available via the Google Drive link on our website under “Policies” or copied in below:

https://drive.google.com/drive/folders/1r2nSi6u5opeKcUug51zG-QAPlapDGUXe?usp=drive_link