



Low Academy of Music and the Arts Terms and Conditions of Enrolment

Lessons within Partner Schools

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Terms and Conditions of Enrolment for Lessons Within Our Partner Schools

1. Payment and Attendance

1a)

Lessons are invoiced in advance and can be paid on either:

- A half-termly basis in six instalments over the academic year, or
- A monthly basis, which can be arranged through our admin team.

Payment is **due before the first scheduled lesson**. If payment is not received in advance, Lowe Academy reserves the right to place your child's lessons on hold. Failure to make timely payments may also result in a suspension of future lessons. If needed, we are happy to discuss monthly repayment plans to support your child's continued music education.

All payments are managed through our MyMusicStaff portal, with card transactions processed by our third-party partner, Stripe. Payment is preferred via direct bank transfer, though card payments are also available.

You will receive login details to access the MyMusicStaff portal, where you can view your balance and lesson schedule.

1b)

Please note that we do not offer free trials. The minimum enrolment commitment is one half-term.

1c)

Lessons missed due to exams, school trips, short-term illness, or emergency school closures (such as a pandemic, severe weather, etc.) cannot be refunded or rescheduled unless we are notified at least **24 hours in advance**.

1d)

In the event that Lowe Academy cancels a lesson due to tutor unavailability or illness, you will not be charged for that lesson, and a credit will automatically be applied to your next invoice.

1e)

For after-school music groups (e.g., orchestra, rock band, choir), parents/guardians are expected to collect their children promptly at the scheduled end time. Lowe Academy reserves the right to terminate a student's participation in a group if late pickups occur repeatedly.

2. Cancellation Policies

☎ 07541 857 872

✉ Info@loweacademy.com

🌐 www.loweacademy.com

📍 39 Abbey Lane, Sheffield, S8 0BN

2a)

To avoid being charged for individual lessons, **24 hours' notice is required**. Please email your child's tutor at their [name]@loweacademy.com email address and cc our Admin Manager at info@loweacademy.com.

2b)

To cancel tuition in full, a half-term's notice is required. Please notify our Admin Manager via email at info@loweacademy.com.

3. Lesson Conduct

3a)

During-school lessons will require students to leave their class temporarily. Students are expected to catch up on any missed classwork, and our partner schools fully support this arrangement.

3b)

Lowe Academy staff do not escort students to and from lessons; responsibility for students lies with the school outside of lesson time. Students are expected to make their way to their lesson independently, except during the first two weeks of term for primary school students, who will be escorted. After this, students should arrive on time without assistance. If a tutor needs to escort a student, this collection time will be included within the lesson's scheduled duration.

3c)

Students and staff are expected to wear appropriate clothing during lessons.

4. Liability

4a)

Students should bring their own instruments each week. Instrument hire through Sheffield Music Hub is unavailable for guitars and ukuleles. Some schools may have instruments for in-lesson use, but availability cannot be guaranteed by Lowe Academy. Please contact us if you need advice on purchasing an instrument.

4b)

Lowe Academy does not accept liability for loss or damage to students' instruments or personal possessions.

5. Online Teaching

5a)

In extreme circumstances (e.g., global pandemic, serious health condition), lessons may be delivered online. This arrangement will be coordinated directly with your tutor.

5b)

When online lessons are scheduled, they are considered a paid service. If a student misses a scheduled online lesson, refunds are not provided.

5c)

For online lessons, parents/guardians are expected to review and agree to our online teaching policy, available [here](#).

6. Tutor Contact

6a)

Tutors communicate with parents/guardians exclusively through their @loweacademy.com email or the MyMusicStaff messaging system. Personal contact information will not be shared.

6b)

Parents/guardians are responsible for using an appropriate email for video conferencing, and students should not use their own email addresses. No social media information should be shared between students and tutors, except for official Lowe Academy accounts.

7. Safeguarding

7a)

All Lowe Academy staff members hold Enhanced DBS Certificates, have completed Safeguarding Training, and have valid Public Liability Insurance.

7b)

For any concerns regarding the conduct of Lowe Academy staff, please contact our Designated Safeguarding Leads, Emily Lowe & Jack Lowe, at info@loweacademy.com or 07541 857 872.

7c)

If your concern involves either of the Designated Safeguarding Leads, please reach out to the Sheffield Music Hub's Designated Safeguarding Lead, Ian Naylor, at Ian.Naylor@sheffield.gov.uk or 0114 250 6860.

7d)

In urgent situations where immediate action is needed, please contact the police.

8. Privacy Policy

Lowe Academy is committed to GDPR compliance and takes all appropriate measures to secure customer data, as outlined in our Privacy Policy, available [here](#).

9. Agreement

By completing the MyMusicStaff sign-up form and adding your payment details, you agree to abide by these terms and conditions.

Thank you for choosing the Lowe Academy of Music and the Arts to support your child's musical journey!

☎ 07541 857 872

✉ Info@loweacademy.com

🌐 www.loweacademy.com

📍 39 Abbey Lane, Sheffield, S8 0BN

Terms and Conditions of Enrolment for Lessons at the Music Education Centre

1. Payment and Attendance

1a)

Lessons at the Music Education Centre are invoiced monthly in advance. Payment is due **before the first scheduled lesson** of each month. If payment is not received in advance, Lowe Academy reserves the right to place your child's lessons on hold until payment is made. If payments remain outstanding, Lowe Academy may suspend future lessons. We are available to discuss payment plans to ensure your child's continued access to music education.

All payments are managed through our MyMusicStaff portal, with card transactions processed by our third-party partner, Stripe. Payment is preferred via direct bank transfer, though card payments are also available.

You will receive login details to access the MyMusicStaff portal, where you can view your balance and lesson schedule.

1b)

Please note that we do not offer free trials. The minimum enrolment commitment is one month.

1c)

Lessons missed due to short-term illness, emergencies, or severe weather cannot be refunded or rescheduled unless we are notified at least **24 hours in advance**.

1d)

If Lowe Academy cancels a lesson due to tutor unavailability or illness, you will not be charged, and a credit will automatically apply to your next invoice.

2. Cancellation Policies

2a)

To avoid being charged for individual lessons, **24 hours' notice is required**. Please email your child's tutor at their [name]@loweacademy.com email address and cc our Admin Manager at info@loweacademy.com.

2b)

To cancel tuition in full, one month's notice is required. Please notify our Admin Manager via email at info@loweacademy.com.

3. Lesson Conduct

3a)

Children and young students are welcome to attend lessons at our Music Education Centre, and it is their responsibility to arrive punctually. Please note that Lowe Academy is not responsible for children's safety while traveling to and from the premises. Parents and guardians should ensure appropriate arrangements for their child's safe travel.

3b)

Students and staff are expected to wear appropriate clothing during lessons.

4. Liability

4a)

Students are expected to bring their own instruments each week. Instrument hire through Sheffield Music Hub is unavailable for guitars and ukuleles, though we are happy to provide guidance on purchasing instruments if needed.

4b)

Lowe Academy does not accept liability for loss or damage to students' instruments or personal belongings.

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Thank you for choosing Lowe Academy of Music and the Arts for your child's music education journey!