

Maidenhead guitar tuition

Terms & conditions 2024-B
(September 2024)



www.maidenheadguitar.co.uk

Terms and Conditions 2024-B

Lessons

1. Lessons typically at tutor's house (lessons at student's house where possible and agreed)
2. Lesson slots are limited to the time agreed, and not interchangeable with other student's lessons slots.
3. Late attendance results in a shorter lesson due to following lesson slot times.
4. Late attendance by the tutor to student's home will not affect lesson time slot.
5. The 4 lesson blocks are to be pre-paid no later than **4 calendar days** before 1st lesson of the next block
6. Fortnightly students to pre-pay for next block no later than **4 calendar days** after end of their current block.
7. Late payments may incur late payment charge.
8. Payments to be made via online bank transfer only (unfortunately cash payments are not acceptable)
9. Lessons are weekly unless otherwise agreed, fortnightly lessons might be possible depending on availability.
10. Any student who wishes to switch to fortnightly must provide a months' notice, and run out their current block of lessons before any change to fortnightly lessons. Note that availability of fortnightly lessons is not guaranteed, and that it is understood that weekly lessons are the standard.
11. Maidenhead Guitar Tuition is located on a parking permit street (Mon-Sat, 8am-8pm) non-permit parking is available on hill street opposite Any parking on permit street without a permit is at student's own risk.

Equipment

12. Students will be expected to have own guitar; however, tutor can lend a guitar for lessons if required.
13. It is advisable for students to own their own tuner and attempt to tune before lessons commence.
14. Maidenhead Guitar Tuition can re-string students' guitars for a cost of £25. (including new strings)
15. Maidenhead Guitar Tuition is not liable for any damage to students' guitars or equipment during lessons, or if students' guitars are left at tutors' home for re-stringing.

Cancellation policy

16. Cancellations / no-shows impact the business and measures have to be put in place to safeguard this.
17. Agreed student lesson slots are not interchangeable with other students' slots. Maidenhead Guitar Tuition will not accept requests from students asking to swap with another student's lesson slot.
18. The lesson slot agreed with the student becomes their slot until they decide to cease taking lessons.
19. If student wishing to terminate lessons, then a **4 calendar weeks'** notice is required in writing.
20. Any cancellations must be given prior to **4 calendar days** before the upcoming lesson. Cancellations after this date will incur the full cost of the lesson.

Cancellation no later than 4 days prior to lesson	Cancellation less than 4 days prior to lesson
No charge	Full lesson charge

21. Repeat cancellations will result in potential of lesson slot being forfeited, and lessons being terminated at the end of the current paid block. Attendance at all lessons is expected and considered the norm.
22. Any breaks requested between the end of current batch of 4 lessons and the next batch will be charged a 'slot retainer' of 50% lesson cost per week.
23. If student confirms they no longer want to continue with lessons, any outstanding pre-paid lessons are non-refundable. It being the agreed income loss suffered by Maidenhead Guitar Tuition.
24. Cancellation by the tutor will not incur any lesson costs for the students.
25. Tutor will offer up Zoom lessons if teacher away from home to enable continuation of lessons, student can take up offer of Zoom lesson or postpone until following week at no lesson cost.
26. Lesson no-shows are deemed unacceptable. All reasonable effort should be made to inform the teacher of non-attendance before the lesson. Repeat no-shows without warning can unfortunately result in student cancellation from future lessons.
27. Please do be aware that Maidenhead Guitar Tuition is happy to discuss on a case-by-case basis depending on students' circumstances (injury, illness etc) to ensure an equal and fair situation for both student and tutor.

Additional terms for child student (under 18)

1. Arrangements for the date and time of the lesson should be made between the parent/carer and the teacher only, not the student themselves
2. If online lessons then parent/carer must make or answer the video call at the start of the lesson.
3. There should be no direct communication of any kind between the teacher and the student outside of the lesson unless expressly agreed between tutor and parent / carer. Any necessary communication, aside from the lesson itself, should be made through the parent/carer
4. For online lessons, the parent/carer should be in the same room as the student for at least some of the duration of online lessons and must be present in the home throughout, door to teaching room to be left open throughout.
5. Teacher should not take any recordings or still images of the lesson without parent/carer explicit permission.
6. For lessons at teachers' home: the teacher would endeavour to not be alone in the house with child student (teachers' wife / family normally present in adjoining rooms) however this cannot always be guaranteed. Parent / guardian to inform teacher if this is not acceptable to them.
7. Any safeguarding concerns should be reported to the teacher who is duty bound to respond.
8. Maidenhead Guitar Tuition is DBS registered, and a member of the Independent Society of Musicians'

