

TERMS AND CONDITIONS

Manchester Music and Art School

Effective date: 20/03/2026

1. About these Terms

These Terms and Conditions form the basis of the agreement between **Manchester Music and Art School** and the parent / guardian of a student under 18, or the adult student where lessons are booked directly.

By booking lessons with us, you agree to these Terms and Conditions.

2. Our Lessons

We provide music lessons on an individual or group basis, in person or online, as confirmed at the time of booking.

We will confirm: - the lesson type; - the lesson length; - the venue or online platform; - the day and time of the lesson; - the applicable fees.

3. Term Structure and Lesson Dates

Lessons are normally scheduled on a termly basis unless otherwise agreed in writing.

We will provide families with lesson dates, holiday closures, and any planned non-teaching dates in advance where reasonably possible.

4. Fees and Payment

Fees are charged **for 1 lesson - £10, for 4 lessons - £35, for 10 lessons - £80** and must be paid by the due date shown on the invoice. Payment may be made by bank transfer

A student's place is not guaranteed unless payment is up to date.

If payment is late, we reserve the right to: - send a reminder; - suspend lessons until payment is received; - withdraw the place where fees remain unpaid.

5. Trial Lessons

Where a trial lesson is offered, the trial fee must be book in advance unless otherwise agreed. A trial lesson does not guarantee an ongoing place.

6. Missed Lessons by the Student

If a student misses a lesson due to illness, holiday, another activity, school trip, transport issues, or any other personal reason, the lesson fee is normally still payable and no refund or credit will usually be given.

We may, at our discretion, offer a make-up lesson, online alternative, or credit where circumstances are exceptional, but we are not obliged to do so.

7. Cancellation or Change by the Parent / Student

If you need to cancel a lesson, please give as much notice as possible.

Where regular weekly lessons are booked, cancellation of the overall place requires **[4 weeks' written notice]** by email unless we agree otherwise in writing.

Fees due during the notice period remain payable.

8. Cancellation or Change by Us

If we need to cancel a lesson due to teacher illness, venue issues, safeguarding concerns, severe weather, or other circumstances beyond our reasonable control, we will try to: - rearrange the lesson; or - provide an online lesson; or - issue a credit / refund for the affected lesson.

If a teacher is unavailable on a longer-term basis, we may offer a replacement teacher or revised lesson time.

9. Online Lessons

For online lessons, families / students are responsible for ensuring they have:

- a suitable device;
- a stable internet connection;
- a quiet and appropriate learning space.

For students under 18, a parent / guardian must ensure appropriate supervision arrangements are in place. Lessons must not be recorded by families / students without prior written permission.

10. Attendance, Punctuality and Conduct

Students are expected to arrive on time and behave respectfully towards staff, volunteers, other students, instruments, equipment, and premises.

We reserve the right to pause or end a lesson where behaviour creates a safeguarding, welfare, or serious disruption concern.

11. Collection of Children

Parents / carers remain responsible for ensuring children are dropped off and collected safely. Unless expressly agreed otherwise, we do not supervise children outside the lesson time. If another adult will collect the child, this should be communicated in advance.

12. Health, Safety and Safeguarding

We are committed to providing a safe environment for children and young people.

Families must tell us about any medical, behavioural, emotional, or access needs relevant to the student's safe participation.

Concerns relating to safeguarding, welfare, or safety will be handled in accordance with our safeguarding procedures.

13. Instruments and Personal Property

Students are responsible for bringing their own instrument, music, and equipment unless we have confirmed that these will be provided.

Any instrument hire, loan, or school-owned equipment must be used carefully and returned in good condition, allowing for fair wear and tear.

We are not responsible for loss of or damage to personal property unless caused by our negligence.

14. Photos, Videos and Publicity

We will only use photographs, video, audio recordings, or student work for publicity, social media, or marketing where appropriate consent has been given.

15. Data Protection

We use personal information in line with our Privacy Notice.

16. Complaints

If you are unhappy with any aspect of our service, please contact **Natalia 07887302894** in the first instance so that we can try to resolve the matter promptly and fairly.

17. Changes to Terms

We may update these Terms and Conditions from time to time. The current version will be made available to clients and will apply from the stated effective date.

18. Governing Law

These Terms and Conditions are governed by the law of England and Wales.