

# Pop Rox Music School Terms & Conditions

**Last updated: 22/09/2025**

Welcome to Pop Rox Music School! By enrolling your child in our programme, you agree to the terms outlined below. Please take a moment to review them so everything is clear from the start.

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## 1. Who We Are

Pop Rox Music School is a music education company delivering group music sessions with a focus on creativity, confidence, and live performance. When we say “we”, “us”, or “Pop Rox Music School”, we mean the company. “You” refers to the adult enrolling a child in our programme.

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## 2. What We Offer

- Pop Rox Music School runs weekly music sessions where children form real bands, learn new skills, and rehearse together in small groups.
- Sessions are approximately 30 minutes long and take place during the school term.
- Bands are made up of no more than **7 students**, grouped by age and ability.
- Children focus on one instrument each term (e.g. vocals, guitar, or drums).
- Instrument changes mid-term must be requested in writing and are subject to availability and group fit.

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## 3. When Sessions Happen

Lessons are scheduled during the school day or just before/after, depending on the school's arrangement with Pop Rox Music School. Consistent attendance is key to your child's progress and their band's development.

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## 4. How Payment Works

- Payments are made monthly by direct debit or card.
- Your first payment covers the rest of the current month (pro rata) and the following full month.
- Payments continue monthly throughout the academic year, except in August.
- You are not entitled to a refund or credit if your child misses a session for personal reasons (e.g. illness, holidays, appointments).

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## 5. How to Cancel

To cancel:

- Please give us at least **10 days' written notice before the end of the month**.
- Example: Cancel on April 20th → your child finishes April 30th → no May payment.
- Cancel on April 25th → May payment still applies → child attends through May 31st. This helps us fairly reorganise staffing and group allocations.

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## 6. Keeping in Touch

We'll share important updates via email or phone. Please ensure we have your correct contact details. You'll be notified in advance if lesson times or group placements change.

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## 7. Safeguarding & Behaviour

We're committed to providing a safe, supportive space where all students can thrive. If a child's behaviour disrupts others' learning or compromises safety, we may remove them from the programme. In such cases, no refund will be issued.

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## 8. Instruments & Belongings

Instruments are provided for use during sessions unless otherwise agreed. Pop Rox Music School is not responsible for personal items brought to lessons or for injuries during participation—please ensure your child is appropriately covered.

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## 9. Missed Sessions & Our Commitment

If a session is missed **due to us**—whether from staff illness, unexpected scheduling issues, or a teacher being on tour—we will always do our best to reschedule it.

- Each Pop Rox Music School teacher has designated free slots in their week to allow for flexibility.
- We guarantee **100% lesson delivery** based on the number of sessions scheduled for your school's term length and timetable.
- Please note: the number of lessons per term may vary depending on school closures, term dates, and calendar structure.

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## 10. Problems or Feedback?

If you have a concern or something isn't working for your child, we want to know. Please email us at [insert contact email].

- We'll acknowledge your message within 2 working days.
- A full response will follow within 10 working days.

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## 11. Legal Stuff

These Terms & Conditions are governed by the laws of **England and Wales**. Any disputes will be handled under the jurisdiction of the courts of England and Wales.

We may occasionally update these terms. The latest version will always be available online, and you can request a copy of a previous version at any time.

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## 12. Data Protection & Media Consent

We're fully compliant with UK GDPR and handle your data responsibly.

- **What we collect:** We gather parent/carer contact details and student information (e.g. name, group, instrument) to run our sessions and keep you informed.
- **Photography & filming:** Pop Rox Music School may occasionally record or photograph rehearsals and performances for progress tracking, school sharing, or celebration.  
If your child has already been granted media consent through their school, we will take this as permission to include them in Pop Rox Music School media **unless you tell us otherwise**.
- **Why it matters:** Filming and photos are a big part of the Pop Rox Music School experience. They help children see their growth and give families a glimpse into what they've achieved.
- **Online/public use:** We will only share media publicly (on our website or social media) if we've received **separate, direct consent** from parents/carers. We'll always ask when needed—we love celebrating how amazing your child is doing!
- **Your rights:** Your data is securely stored and only accessed by authorised staff. We do not share it with third parties, except where necessary for delivering our service. You can request access to, change, or delete your data at any time by emailing us.