



Terms and Conditions

Invoices/Payment Terms

1. Invoices will be issued before each term with all teaching weeks billed.
 - a) Term 1: 1st Sept- 20th Dec (15 weeks) / No lessons half term (27th Oct- 2nd Nov)
 - b) Term 2: 5th Jan- 28th Mar (11 weeks) / No lessons half term (9th Feb- 15th Feb)
 - c) Term 3: 13th Apr-27th Jun (11 weeks) / No lesson May Day Bank Holiday (Mon 4th May)
 - d) Term 4: 20th Jul-22nd Aug (5 weeks)
2. Invoices can be paid;
 - a) In full by end of the first week of the term
 - b) By monthly installments, due on the 1st of each month, and must be received by the 5th
 - c) Weekly - weekly payments will require a 4 week upfront payment which will be held by Lisburn/Portadown Music Centre as a security deposit on your weekly slot (this can be used in lieu of your 4 week notice - see Termination of Lessons for further information).
3. Payments can be via cash, card, bank transfer or via My Music Staff portal. Please remember to include pupil details on all payment methods, so it can be correctly credited to your account.
4. Overdue Accounts - lessons shall be STOPPED once an account becomes overdue. Overdue accounts will be subject to an interest charge of 8% after 30 days. Lesson slots will not be held for any outstanding accounts and may be given to other students.

Cancellation/Make-Up Policy

1. As above all teaching weeks will be billed, each student will allotted **3 make-up lessons per school year** (September 2025-August 2026).
2. To be eligible for a make up credit the student/parent/guardian must notify the centre/teacher with at least a **full weeks notice** and request to use one of their make up credits. Exceptional circumstances will be considered on a case by case basis but do not guarantee a make up credit.
3. Make up credits will be made either in person or virtually depending on the teachers availability.
4. Once all 3 make credits are used, no further make up credits will issued
5. **"No Refunds"**; as a general policy, refunds are not issued for student cancellations, missed lessons, or no shows.
6. Late Arrivals - lessons begin and end at the schedule times (in person or virtual). If a student arrive late or is not ready to begin at the scheduled time, the remaining portion of the lesson will still be used, but the lesson will end at the original scheduled time. Missed time due to student tardiness will not be made up, refunded or rescheduled.
7. If the teacher is late due to unforeseen circumstances, the student will be given their full lesson time whenever possible. If time constraints prevent that, the teacher will offer to extend the students next lesson, offer a make-up credit (not counted against the students 3) at the teachers availability.
8. Teacher cancellation -the teachers will make every effort to ensure the regular weekly schedule is maintained or any changes are made well known in advance. However in the event of last-minute teacher cancellation, a make-up credit will be issued (this will not forfeit one of the students 3 make-up credits) and any outstanding lessons will credited to your account at the end of the school year.

Termination of Lessons

1. Termination of lessons will require a full months notice to the Centres office and teacher in writing. For example, if you wish to terminate lessons at the end of Term 1 (December) you must inform us by the end of November.
2. No refunds on early termination; no refunds will be issued for early termination. All students will be required to complete all lessons and payments through to the agreed-upon end date.

Additional Costs

1. Exams and accompaniments - entry forms will be handed out for those who wish to enter an exam. All exam payments must be paid for by the exam deadline set by the centre, otherwise entry shall be refused.
2. Extra lessons - any extra lessons will be added to your account upon discussion and consent from a parent/guardian and teacher.

Child/Vulnerable Adult Protection

All our teachers are vetted by Access NI and attend Child/Vulnerable Adult Protection training. Our tutors/staff are only responsible to supervise pupils during their lesson times, so to ensure the pupils safety we ask you to drop off/pick up promptly at their lesson times. Our policy is available on our website, My Music Staff and in the centre. To request a copy please email, jamesp@lisburnmusiccentre.co.uk.

Privacy Policy

We will only hold any relevant data as long as it is need and only share certain aspects of the data to exam boards. Our Privacy Policy is available on our website, My Music Staff and in the centre. To request a copy please email, jamesp@lisburnmusiccentre.co.uk.

Complaints Procedure

If you have an issue please contact the centre office. Complaints will be treated with privacy and sensitivity. Our Complaints Procedure is available on our website, My Music Staff and in the centre. To request a copy please email, jamesp@lisburnmusiccentre.co.uk.

Media Release

From time to time, photos or short video clips may be taken during lessons/performance to highlight student progress and celebrate the fantastic talent of our students. These may be shared by the teachers to the centre staff who will share it onto our social media channels in a respectful and age-appropriate manner.