



Terms and Conditions

1. **Billing** - Bills shall be issued before the beginning of each term, lessons must be paid in advance, either in full or by instalments (half term, monthly or weekly).
2. **Methods of payment**, cash, card, direct debit, bank transfer (details available on request). Please remember to include pupil's details with all methods of payment.
3. **Overdue accounts** - Lessons shall be STOPPED once an account becomes overdue by 3 weeks and in such case you will be liable for all weeks missed.
4. **Cancellation policy** – This policy is set in place to help teachers and pupils (and their parents/guardians where applicable) understand the policy of cancellations and absences of pupils or teachers.
 - a. If teachers miss lessons for any reason, this lesson will be made up by the teacher at another stage (either during the same term or closer to exam time), unless other organisations made between pupil (and their parents/guardians) and teacher and office.
 - b. If pupils miss lessons due to any other reason apart from;
 - i. Family death
 - ii. Family funeral
 - iii. Hospitalisation of pupil or family member
 - iv. Car accident, etc.
 - v. Extreme family circumstance
 - vi. Then these lessons will not be deducted from the bill, and will still be charged, unless arranged with the teacher and office. Only the above circumstances will be deducted from the bill.
 - c. If pupils miss lessons due to other reasons, other than the above, the teacher will offer an online lesson or may be able to reschedule the lesson. However, they are not required to and may not have any available times for this lesson that also suits the pupil.
 - d. Other circumstances can be discussed with the office staff, which can be passed along to the teacher, who will be in touch, either personally or through the office.
5. **Termination of Lessons** - To terminate lessons please inform the school office and the teacher in writing. We operate a 4 week notice period in which 4 weeks shall be charged from the date that notice is given, lessons can still be attended during this period.
6. **Late/Additional Fees** - if lessons are not paid within the current term there will an additional cost per week added (in line with the government/small business regulations) until the fees are paid in full or a payment plan is in place and confirmed with the centre office/management.
7. **Additional costs**- such as exams, exam accompaniments and extra lessons will be added to your account upon discussion and consent with your teacher. All exam payments must be paid before the exam deadline otherwise entry shall be refused.
8. **Instrument hire** - instruments hired through LMC shall be of a particular brand and model. A deposit is required to secure the instrument, this will cover small maintenance and shall be returned once the instrument is returned and a quick assessment of the condition is performed. Hire shall cost £25 per school term and £20 for over the summer holidays which must be paid in advance. If a decision is made to purchase the instrument a cost shall be calculated by the staff.
9. **Child Protection** – all our teachers are vetted via Access NI and attend child protection training yearly. Our tutors/staff are only responsible to supervise pupils during lesson time, so to ensure your child's safety we ask you to pick up children promptly after their lesson time.
10. **Privacy Policy** - our privacy policy is available within the centre to read. We will hold you data as long as it is needed and shall only share certain aspects of the data to exams boards.
11. **Complaints Procedure** - if you have an issue please do contact the school office. If we are not available please email Jameson jamesp@lisburnmusiccentre.co.uk . Complaints will be treated with privacy and sensitivity.