



MD Guitar School

BY ENROLLING INTO CLASSES AT MD GUITAR SCHOOL YOU ARE AGREEING TO ADHERE TO THE SCHOOLS POLICIES IN FULL

Service

1. MD Guitar School is a educational service operated by MD Guitar Ltd teaching Guitar
2. All agreements made are made between the Parent/Guardian of a student or a student if they are of legal age to care for themselves and MD Guitar Ltd.
3. All teachers provided are contracted by MD Guitar Ltd and may be changed as required. Any teacher changes do not release any Parent/Guardian from any of the obligations from the terms of this service.

Location

1. MD Guitar School conducts lessons in premises stated by MD Guitar School. These include physical and online locations.
2. These may be changed in the event of the potential disruption of service caused by the sale of a property, disputes with any landlords or venue management or the ending of any leases or agreements.
3. Damage/maintenance to a property resulting in works being carried out to rectify any issues.
4. Any disruptions caused by government action of any kind including but not limited to elections or industrial action.
5. In the event of any changes, MD Guitar Ltd still provides the same service in the same way so no infringement of any agreements exist on the side of MD Guitar Ltd.
6. Should any such disruptions take place students will be notified in advance.

Practice

1. All students are to fill out their practice logs as they practice. This is not to be done during lessons and please do not include your lessons in your practice totals as it is not independent practice.
2. Failure to practice at home will mean falling behind the pace of the class and may prevent the student from progressing.
3. Students or parents of students who are struggling to practice should speak to the teacher in person. All reasons for not practicing will be taken into account and your teacher will provide help to resolve and improve the practice at home.
4. The above policies are expected to be followed by all our students. They exist to ensure that everyone enjoys playing their instrument, and that everyone receives the most from their lessons.

Lateness:

1. Students are aware of lesson start times so punctuality is expected
2. If a student is late they can join their session so long as it doesn't impact the learning of others.
3. Md Guitar Ltd cannot be held responsible for any lateness arising from disruptions including but not limited to family logistics on the side of the student, traffic disruptions of any sort and any disruptions caused any adverse weather

Payments

1. By allowing payments to process, Students and parents are agreeing to attend their lessons for that billing cycle.
2. All payments are collected via 'Go Cardless' mandate.
3. Payments are collected monthly.
4. Amex not accepted.
5. Payments may not be made weekly via Cash Amex, and debit cards at the school premises.
6. MD Guitar Ltd reserves the right to change their 3rd party collection service as and when required. Students will be expected to comply with these changes.
7. Parents & Students must ensure sufficient funds are in their elected accounts. Bounced/failed payments will incur penalties (outlined below).
8. Refusal to pay fees owed will incur further charges.
9. MD Guitar Ltd reviews their fees annually and parents and students will see this reflected in their billing as and when.
10. Any additional services students may opt for are added onto the monthly payment and will be reflected in their regular billing.
11. Additional charges can be added in one lump sum.

Payment Calculation

Regular monthly fees are calculated based on a 41 week year. All weekly lesson fees are multiplied by 41 weeks and then divided by 12. (example calculation £25pw x 41 weeks =£1025 pa divided by 12 =£85.41pm).

Current Penalty charges are outlined below..

| Charge Event | Charge Amount |
|-------------------------------|---|
| Bounced Subscription Payment. | £12 Per Bounced Payment on top of payment bounced. |
| Cancelation without notice | £50 admin fee on top of months notice payment |
| Refusal to pay fees owed. | £50 admin cancellation fee+£60 debt registration fee + the total owed in class fees + 10% collection fee + further fees to third party collection service (tbc by 3rd party collection service). These fees are subject to increase if remain unpaid for 90 days. |

Refunds Policy

PLEASE NOTE, FEES ARE NON REFUNDABLE ONCE PAYMENTS ARE PROCESSED.*

Missed Lesson Policy

1. Should a student be unable to attend a lesson for whatever reason they are to inform the school in writing via email at least 24 hrs in advance.
2. Catch up classes may be requested however these are strictly subject to availability.
3. Absence must be reported 24 hrs ahead of the lessons in order to qualify for catch up. Anything after that will count as a missed lesson.
4. If no catch up is available then the lesson is forfeited and must be counted as missed.
5. Parents understand that any catch up classes suggested might not perfectly fit their schedule and agree to adjust their schedules should they really wish to attend.
6. Any catch ups must be completed by the following week.
7. Only one catch up may be requested at one time.
8. MD Guitar reserves the right to offer catch up sessions for those who really need them. Should the reason for absence not be sufficient (e.g a social engagement) then MD Guitar Ltd are not obliged to offer a catch up as the Parent/Student could attend and are choosing not to.

School Holidays

The school is open for 41 weeks of the year. Closures that make up the remainder of the schools holidays will fall in accordance with public schools in the local area**

Media Policy

From time to time, we take photos, video, or audio recordings of students playing. This is in part for the student's own benefit as it gives a measurable sense of progress to see/hear yourself in different stages of development. All images and recordings will be archived, and you will be able to obtain a copy directly from your teacher. These may also be posted on our Facebook page, YouTube, Soundcloud, or other relevant social media sites, because we believe that good things are worth sharing. If you do not want your image/your child's image to be used online, please let us know.

Group Classes

1. Class times are subject to availability.
2. Class times are matched by age and ability in every instance.
3. Class times are set and a student is expected to attend at their time which is agreed by the school and the student directly.
4. MD Guitar School Ltd does not offer one to one tuition exclusively.
5. Changes to class times may be requested in limited circumstances but please bear in mind that availability is always at the discretion of MD Guitar Ltd and we cannot promise that a new class will be available.
6. MD Guitar School reserves the right to change class times in the event of a teachers contract being ended by either party or resulting from any disruptions out of the schools control.

Exam Classes

1. By entering into an exam, the student agrees to practice the relevant material for their grade in full to the best of their ability.
2. MD Guitar School acts solely as an education facility that teaches RGT exam material and cannot carry out the exams themselves.
3. It is the responsibility of the student to practice and prepare for their exam. MD Guitar School cannot accept responsibility for poor performance during an exam session resulting in a fail grade. MD Guitar School will always strive to communicate the required material to the highest standards to ensure the best chances of success.
4. MD Guitar School is not responsible for decisions in grading students during exams. Exams are carried out by appointed examiners from the RGT exam board. We cannot influence or challenge the final decision of an examiner.
5. Students are required to attend **every lesson** at the announced lesson time in preparation for their exams. Excluding incidents of sickness, injury or bereavement exam lessons are exempt from the MD Guitar Schools general catch up class policy. Failure to attend may affect the students' results in their final exam grades. **Parents are to see the exam class dates prior to enrolling.**
6. Students are required to arrive at their class on time and prepared for their session.
7. Inspire Music School cannot change or alter prices of official RGT exam booklets or RGT exam entry fees which are set out by the exam board themselves.
8. Payments for Guitar Grade classes must be paid in full and will include the cost of lessons, entry fees and admin fees and any materials required.
9. Fees are to be paid in full prior to the first session. A cut off date for entry will be stipulated by MD Guitar School to ensure relevant materials can be ordered in time for the students first lesson.
10. Lesson & handbook fees are non refundable. Exam fees are held by RGT @ LCM. Parent's who require a refund for the exam fee for whatever reason are to contact RGT directly.

11. Students or Parents are not to source their own syllabuses online via discount/second websites or any other high street retailers. Exam syllabuses are purchased from RGT directly by MD Guitar School. Students risk buying out of date material if they try and source their own. An official RGT exam booklet will also contain a candidate number which will need to be submitted by the school with the online entry.

12. MD Guitar School charge a standard rate (outlined on current invoice) per session which they will total up every class charge in advance, these fees are to be paid in full** in line with the requested entry cut off date. These lessons must be paid for as they are additional lessons for students and are not covered by the standard monthly membership payment.

13. Prices of syllabus material may include shipping costs.

14. Late Payments and enrolment can not be made outside of the requested cut off, this is to be fair on the student's chances of success in the exam. Late payments can also affect the allocation of exam dates for students.

15. MD Guitar School enters students for the relevant exam periods (e.g Summer, Winter, Autumn or Spring). Inspire Music School has no control over specific exam dates. The months where exams are held are shown at <http://www.rgt.org/exams/fees.php>. RGT will always try to provide sufficient notice of the exam date to ensure that fair logistics can be arranged.

16. RGT has numerous exam centers, students are allocated to their closest one by RGT. MD Guitar School has no control over which exam center a student is allocated to. Parents and students are expected to comply with the RGT exam center guidelines around arrival times and preparation on the day.

17. Should a student need to change their exam date then they are to contact RGT directly. Please note that this may result in the student having to attend a different exam center or even have their exam pushed into the next seasonal session (e.g the original exam date will take place in the spring session instead of the winter one). MD Guitar School cannot challenge or influence the decision on the final exam date or the new center that the student may be allocated to.

18. Students who have specific learning difficulties can request a special consideration in their exam. Parents must submit any official assessment notes carried out by the relevant assessors confirming your child's learning difficulty to the school. These are to be provided when a parent enrolls their child into their exam class. The information will be forwarded to RGT. If you would prefer MD Guitar School not to see these notes' then parents are responsible for ensuring that the information is passed on correctly and in line with RGT deadlines.

19. Examiner conduct and process is defined by RGT as they are the organization carrying out the exam. MD Guitar School unfortunately cannot enforce complaints made by parents or students on the day or after the exam to RGT. All queries and concerns regarding a student's exam must be submitted to RGT directly.

Stopping Payments and Leaving

1. Should a student wish to leave their weekly class they are to provide 1 month's notice from their last payment to their desired exit date. This must be in writing via email. For example, if a student is looking to leave the school on the 1st of August and if their charge date is the 1st of each month then they should provide their notice in writing before the 1st of July. In this instance if the student provides notice any later

than that then they would still be liable for their next payment and that would be counted as their month's notice.

2. Students should be reminded that their fees are calculated on an annual basis and broken down into installments. Should a student wish to leave during a month when the school is closed for a holiday break, they are not entitled to those lessons to be reimbursed as holiday dates are factored into the annual calculation.

3. Students may put their lessons on hold for 1 pay cycle subject to approval of school management . Parent/ Students will be charged a holding fee which is calculated per week that lessons are on hold for (speak to school management for current lesson hold fee)

4. Students/Parents must stop their payments via the normal banking procedures.

5. **Students/Parents are responsible for stopping their own payments** whilst observing the schools notice. Should a Student/Parent forget to end their payments we must remind you that fees are non refundable. Your/your child's slot will be held whilst observing the above policies until you cancel your payments. This is due to payments made on the side of the school in order to collect and process fees.

ii) Parents & Students understand that it is **their responsibility** to cancel their mandates at the allotted time. If they do not or forget and ask their bank to manually collect the money resulting in a charge back they acknowledge that they are misleading their bank by informing them they have been incorrectly charged.

iii) MD Guitar School will contest these events and provide evidence to support our claims.

6. Parents/Students who refuse to observe the schools exit policy and cancel their payments without observing the correct notice or attempt to evade paying the school fees owed may have their outstanding balance forwarded for debt collection. In these instances additional fees will be applied.

7. Students may not have remaining prepaid lessons refunded once notice is given.

*Fees may be refunded in very limited circumstances and will be minus any processing charges paid by MD Guitar Ltd in order to obtain them.

** Some variations may apply.