



## TERMS AND CONDITIONS FOR TUITION AT NORTH LONDON MUSIC CENTRE LTD

As of September 2019

The following Terms and Conditions apply to all lesson agreements made between North London Music Centre Ltd (“NLMC”) and its students and the parents/guardians of its students (“the student”).

The Terms and Conditions described below may seem relatively strict but have been discussed at length amongst the NLMC leadership team with the endeavor of making them as fair as possible for both .

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1.1. **Lesson peates** Lessons run at NLMC throughout the year with exception of bank holiday and weeks between Christmas and the New Year.this information will be displayed in store as well as across our social media channels

### 2. Communications

2.1. All correspondence is sent out to the student via email or via the TeacherZone chat function.

2.2. It is the responsibility of the student to make NLMC aware of any changes to their contact details. NLMC will not be held responsible for any missed communications, late / overdue payments, missed lessons, etc. if this is due to incorrect contact information.

2.3. Due to the size of our student roll, most of NLMC’s communication is done via delivery services e.g. mail chimp If you notice something incorrect e.g. lesson details or account details, please let us know via email to [enquiries@northlondonmusiccentre.co.uk](mailto:enquiries@northlondonmusiccentre.co.uk) so we can rectify the situation as soon as possible.

2.4. The student or parent/guardian must not contact the tutor directly through any means other than their TeacherZone account.

### 3. Timetabling of Lessons

- 3.1. Upon enrolment NLMC will create an account for the student on our scheduling app "TeacherZone" using details provided at sign up.
- 3.2. The student will be informed of the lesson day, time and the date of their first lesson before their teaching commences, either by phone, in person or by email. NLMC will endeavour to confirm all the lesson details by email, but cannot guarantee if it is deemed sufficient confirmation has been provided by other means.
- 3.3. If the agreed lesson times or days need to be changed, the student will be contacted as far in advance as possible and alternative arrangements will be made to continue the lessons at times and days that suit the student and NLMC.
- 3.4. When a regular tutor is not available, NLMC will provide a sufficiently qualified cover tutor where possible. If this is not possible, the affected lesson will be banked. A banked lesson will be stored on your TeacherZone account and will be available to use for the next 90 days, after which the lesson will expire and be considered forfeited.

### 4. Absences

- 4.1. Individual lessons –
  - 4.1.1. If the student is unable to attend a lesson please let NLMC know at the earliest time possible, by email to [enquiries@northlondonmusiccentre.co.uk](mailto:enquiries@northlondonmusiccentre.co.uk) or online via the TeacherZone app or Website login.
  - 4.1.2. Where less than 24-hours' notice is given for missing a lesson banked lesson will be given. This lesson is considered forfeited.
  - 4.1.3. Where at least 24-hours' notice of the intended absence is given, this is deemed an "explained absence." This lesson will then be banked and available to use for 90 days.
  - 4.1.4. You or your child's NLMC tutor will arrange rescheduled at a mutually agreeable time.
  - 4.1.5. NLMC tutors are trained to go above and beyond to help lesson with you you decide that you would prefer not have this, this lesson is considered forfeited.
  - 4.1.6. Please note the onus is on the parent to jointly work with the student's tutor to find a mutually beneficial time.
  - 4.1.7. It is only by managerial discretion that banked lessons are placed on a student's account to the value of the missed lesson. Banked lessons are not transferable for money.
- 4.2. Group lessons –
  - 4.2.1. No lessons or credits will be provided for an individual's absence from a group lesson / band class / choir / or any other group-based tuition activity.
  - 4.2.2. Where the entire group is absent we will endeavor to provide a fee if we are unable to do this, we may choose instead to place this on your student's account as customer credit.
- 4.3. Tutor Absences –
  - 4.3.1. If the student's tutor is unavailable to teach, NLMC will attempt to arrange a cover tutor and give you as much notice as possible.
  - 4.3.2. If a cover tutor is not available, the tutor's absence is counted as banked lesson owed.
- 4.4. Unavoidable cancellations –
  - 4.4.1. If NLMC cancels any lessons due to events out of its control, customer credit may be given at the discretion of NLMC management.
  - 4.4.2. If a student will be absent for more than three weeks due to medical reasons, a credit may be given at the discretion of NLMC management.

## **5. Tuition Fees and Accounting**

- 5.1. Upon enrollment the student will be set up with a "TeacherZone" log in. The student will then be required to log in to their TeacherZone account and enter the card details they wish to use for auto-billing. (All payments and lesson details are accessible online via the website or app)
- 5.2. NLMC will follow up any late monthly fees with an assumption of good faith that an unintentional mistake.
- 5.3. The student will be billed for the following month in full on the 28<sup>th</sup> of each month.
- 5.4. Full payment must be received before the new month starts.
- 5.5. NLMC prefers online payments via the students TeacherZone website account. If this is not possible a cash payment may be accepted only at NLMC management discretion.
- 5.6. If the student enrolls for lessons part way through a month, the remainder of that month will be billed in full and payment must be received before commencement of the first lesson.
- 5.7. NLMC tutors CANNOT accept payments in any form.
- 5.8. Penalties for late payments will be applied as per the below.

## **6. Penalties**

- 6.1. Overdue accounts can accrue penalties of £20 when overdue for 14 days and £10 for every following 7-day period.
- 6.2. Penalties will be added to accounts that are 14 days in arrears. If the account remains overdue, further penalties will be added every 7 days.
- 6.3. The student is responsible for any and all charges that their bank may levy for rejecting any payment to NLMC through TeacherZone
- 6.4. NLMC reserves the right to temporarily and fully suspend students from lessons with unpaid fees during the month. A temporary suspension means that NLMC will keep the lesson timeslot available for the student in the hopes that payment will be made. A full suspension means that NLMC has the right to fill the students lesson time slot with another student.
- 6.5. Debt Collection details - Payments more than 30 days in arrears may be handed over for debt collection. NLMC will attempt numerous contacts prior to resorting to this unfortunate measure. All costs incurred for sending an account for debt collection added to the student's outstanding balance.

## **7. Duration of the Lesson Agreement – Ongoing**

- 7.1. The lesson agreement between NLMC and the student is a rolling agreement that continues each month.
- 7.2. The students are auto-billed until a cancellation notice is received, as discussed below.

## **8. Cancelling the Lesson Agreement – the student opt out of the Lesson Agreement with NLMC**

- 8.1. If the student wishes to cancel the lesson agreement, NLMC Management must receive notice at least 7 days before 28<sup>th</sup> of the month to ensure the auto-billing is cancelled in time. Any notice given with less than 7 days before the 28<sup>th</sup> of the month may be accepted at the discretion of NLMC management.
- 8.2. Exceptions on medical grounds may be at the discretion of NLMC management.
- 8.3. Verbal notice given to the tutor is considered sufficient unless confirmed in writing to NLMC by the student.
- 8.4. No refund or credit for the next month's fees will be given for any cancellations after the 28<sup>th</sup> of the month.
- 8.5. If NLMC has to cancel a lesson agreement it will endeavour to give two weeks' notice to the student. Any lessons remaining after the lessons' end date will be credited to

the student's account if payment has already been made.

- 8.6. If, in exceptional circumstances, NLMC has to cancel the student's lesson due to damage of NLMC property or harassment of NLMC staff by the student, this may be done with no notice and no credit or refund for any outstanding lessons.
- 8.7. The student or parent/guardian must not at any time ask the tutor for private lessons outside of NLMC. Any instances where this has occurred will be considered a breach of contract and lessons may be cancelled without notice or refund.

## **9. Photography & Filming**

- 9.1. NLMC may use film or still photographs of students for appropriate promotional purposes.
- 9.2. You (or your parents if you are under 18 years of age) must inform NLMC in writing at anytime if youNLMC's use of such media.

## **10. Future changes to the Terms and Conditions**

The Terms and Conditions described above are agreed to upon enrollment and may be amended at any time by NLMC without to the student. A copy of the Terms and Conditions will always be available on our website and in store and can also be emailed to the student upon request.

### **Contact Details**

For all general enquiries E: [enquiries@northlondonmusiccentre.co.uk](mailto:enquiries@northlondonmusiccentre.co.uk)

Facebook: <http://www.facebook.com/nlmcshop>

To call us: 0208 342 0807 (available during open hours)

Please note our open hours are available on our website and Google profile(<http://www.northlondonmusiccentre.co.uk>)