

## Terms and Conditions – Yamaha Music School, Visual Arts Courses

Please read the following information carefully and keep this document for reference. Note especially the notice period for changing times or stopping a course, as this can affect the whole class, not just your child.

### How we work - in brief

- One term's notice is needed to stop lessons
- We invoice three times a year
- Refunds for missed lessons are not given
- The lesson time or teacher may change for follow-on courses or if classes are too small
- No food or drink in classrooms
- No younger siblings should be present in lessons
- We may photograph or film lessons - let us know if this is a problem
- Parking restrictions exist in The Nursery on weekdays (see below)
- [Yamaha Music School only:](#)
- The adult that accompanies JMC children should be the one that helps with practice
- Individual Yamaha piano lessons work in the same way as group lessons

### Terms and Conditions

We operate a 6-term year: each term usually lasts between 5 and 7 weeks. Matrix Arts Centre and its teachers require one term's notice if students would like to stop lessons or change the lesson time. In order to stop lessons by the end of a term, you must inform the office before the first lesson of that term (confirmed on the invoice). Please note: holidays are not counted as part of the notice period.

However, those in their first term may tell us sooner if they wish to stop – we need to know before the last lesson of the first term. This first term must be paid for, along with the materials. If notice is given after this, we will charge for the notice period and it is our hope that students will attend all these lessons.

Likewise, Matrix Arts Centre will give at least one term's notice about operational or financial changes, or if a change of lesson time is necessary. This is made possible when families give us the appropriate notice about changes.

We invoice three times a year, and leave it to your discretion if you would like to pay in two or three instalments. Invoices include course materials and exams when appropriate, and states the final date for payment. Payments should be made via online banking. Please use the reference on the invoice.

Refunds for missed lessons are not given. However, if your teacher is unable to take the lesson for any reason, and we are unable to find cover or to reschedule the lesson, we do refund the lesson, usually on the next invoice. In some situations, we may have to take lessons online. Lessons continue at the same time unless otherwise agreed with the teacher. In this case, teachers will send joining links to each class via email. In extreme weather conditions, or other events beyond our control, we will do our best to give the lesson in person or online, but we regret we cannot refund the lesson fee if a lesson is cancelled for this reason.

Lessons may sometimes be photographed or filmed – parents and students should speak to the office if there are any objections to this. We always ask permission first.

No food or drink in the classrooms – plain water is OK, but not by the keyboards and preferably not during the lesson.

We do not allow younger siblings to attend lessons. Alternative childcare arrangements should be made. (Sharing parents can be an acceptable solution but please check first.) Please do not plan to have older siblings in the lesson every week.

Parking in The Nursery can be problematic - please park considerately. You must not park directly in front of the offices opposite Matrix Arts Centre before 6pm on a weekday. At weekends and after 6pm during the week you may park anywhere, including in front of the other offices. Further parking is sometimes available further up The Nursery road. An additional public car park next to the recreation ground and cemetery can be accessed via Old Wallingford Way, a 5-minute walk away (turn left out of The Nursery, then right after 20 metres).

Term dates are available on our website.

#### Yamaha Music School only:

Accompanying adult in Entry Courses – ideal situations:

Apple and Music Wonderland Courses: Adults are fully involved in lessons and should accompany their children in this course. Parents can alternate if they would both like to be involved at home.

Junior Music Course: The adult who helps support the child's practising at home is the one who should accompany JMC students to lessons.

Junior Fundamental Course: You are encouraged to attend. It can work without parents there, but it is usually better if parents are present.

Fees and material prices are available on the website. Lesson fees are reviewed annually by Trustees. Course material prices are set by Yamaha and may change without notice. We do not accept childcare vouchers.

Families experiencing financial difficulties can get in touch with Lindsay – we always do our best to ensure students are able to continue their courses.

We try to keep lesson times the same, but lesson times may change if the class becomes too small, or at the next stage of the course.

Individual Yamaha piano lessons (usually around JAC stage) work in the same way. However, with adequate notice, your teacher may be able to offer an alternative slot to replace a missed lesson. This is at the teacher's discretion - they are not obliged to do this, and won't be prepared to rearrange timetables regularly.

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