

**Updated Nov 24th 2023**

Welcome to the 'Terms of Service'.

**Service available:** *Electric Guitar, Acoustic Guitar, Classical Guitar, Bass, Music Theory, (ABRSM), MKGTV Streaming service.*

**Basics:**

*Thank you for booking an introductory lesson. I hope that you've enjoyed your first half hour's tuition. You can only book one introductory session per individual.*

- Lessons are defaulted to the following week if you do not attend / ill
- A months notice is required to cancel (Actioned the 5th of the following month)
- Lessons can not be rescheduled
- lessons are non refundable
- Fees continue throughout the year
- Holiday schedule can be found on the website

**Details:**

**[1.0]** Here at MK Guitar Tuition, lessons are on an individual 1:1 basis and group lessons a are not provided. Payments: DofE, Private, & MKGTV's Bespoke streaming service

**[1.1]** Private & DofE payments are to be made via [mkguitartuition.com](http://mkguitartuition.com). All payments for 1:1 tuition are collected via our third party provider GoCardless on the 1st of every month. Introductory payments are charged as soon as possible. Prices are subject to review each year.

**[1.2]** Introductory 1:1 payments are taken as soon as possible. Monthly Direct Debits are collected on or around the 1st of each month with a manual payment collected earlier. This is to cover the difference from your introductory to the 1st of the following month.

**[1.3]** The direct debit payment is an advanced payment for lessons within that month. Payments are collected on or around the 1st of each month until the cancellation notice is served. One month notice period is required to cancel lessons. The final payment will be the 1st of the following month. You are welcome to continue lessons until the end of the months notice.

**[1.4]** If you start your introductory lesson during the middle the month with two weeks remaining until the 1st of next month, you'll be charged the 60 45 or 30 minute rate for the remaining number of weeks within that month.

**[1.5]** Lessons are term time only with a continuous monthly payment. All lessons take place within the school term time for Buckinghamshire. Lessons are based on the public school time table. Lessons in July continue up until August.

[1.6] The 30 45 or 60 minute rates are the same for lessons whether they're online, face to face or a mix. Prices are reviewed each year.

[1.7] Milton Keynes Guitar Tuition also provides an online streaming service to compliment your learning style. Perfect for beginners. To cancel your MKGTV subscription you need to login and cancel from your account.

### **Cancelling the Direct Debit**

[2.0] Cancelling the direct debit requires a months notice. A final payment will be collected on the first of the following month. And then cancelled after the 5th.

[2.1] Whether you forget to turn up, have already paid and have cancelled, ill, can't make it or you've forgotten lessons are non refundable.

[2.2] Once notice of cancellation has been provided, it is your responsibility to cancel the direct debit after the agreed date. Further charges will not be refunded under any circumstances. Rescheduling lessons

### **Rescheduling lessons**

[3.0] If you are on the 30, 45 or 60 minute lesson plan and you can not make your lesson for that week, expect to be defaulted to resuming the next available term time-week.

[3.1] Lessons cannot be rescheduled because you'll be effecting somebody else's time.

[3.2] All music lessons can be provided online via zoom or face to face. Lessons operate on a term time only basis regardless of whether you are paying monthly, or completing your DofE.

[3.4] If late, the lesson will still finish at the scheduled time.

### **Bank holidays / holidays / Weekends.**

[4.0] Typically, music lessons may not be provided on the normal bank holidays. This may exclude extra bank holidays that may be added into the year that celebrates/mourns national occasions. Please check my holiday schedule on the website for clarification.

Holidays are the same for each student on that particular day and are not individually tailored to suit or rescheduled.

[4.1] You can not reschedule lessons that would have ordinarily happened on a holiday.

[4.2] The month of August is the longest consecutive break of four days over a four week period. The monthly fee still continues throughout this and any holiday period.

### **Illnesses**

**[5.0]** If you are having your lessons offline and you are experiencing cough, cold, temperature, vomiting etc, please do not come to the premises. Please feel free to try out the online lessons if you are able to do so otherwise, expect to be defaulted to resuming the next available term.

**[5.3]** If I am unwell please expect to be defaulted to the following term time week. It is impossible to re-accommodate everybody in this scenario. This scenario is a rare occurrence.

### **Guardian / Parents**

**[6.0]** If the student is a child under the age of 18, an adult – a guardian or parent of the child, must be present at all times whether online or face to face. Some organisational assistance may be required from the parent/guardian during the lesson particularly if online. DBS

**[6.1]** DBS Checked. If you wish to see the certificate, I can provide you with a one time sharable government link upon request.

### **Thanks!**

**[7.0]** Thanks for taking the time to read the above. Should you sign up to the monthly Direct Debit, this will mean that you agree to these terms & conditions.