

Updated July 2024

Dear Customer,

Welcome to the 'Terms of Service'. Here you can find commonly answered questions as well as what to expect and what to do if certain situations occur.

Service available.

Electric Guitar, Acoustic Guitar, Classical Guitar, Bass, Music Theory, (ABRSM), MKGTV Streaming service.

[1.0] 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. Here at MK Guitar Tuition, lessons are on an individual 1:1 basis and group lessons are not provided.

Payments: DofE, Private, & MKGTV's Bespoke streaming service

[1.1] Private & DofE payments are to be made via mkguitartuition.com. All payments for 1:1 tuition are collected via our third party provider GoCardless on or around 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 collected as soon as possible via stripe. Prices are the same whether online or face to face.

[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 difference.

[1.5] Lessons are term time only with a *continuous* monthly payment. All lessons take place within the school term time for Buckinghamshire. February Half term usually varies between counties. Lessons continue for the length of July.

[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 or cancel via your bank in the usual way. The service provider is Vimeo.

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. You can continue to attend or stop.
- [2.1] For clarity, lessons are non refundable under any circumstances.
- [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

- [3.0] If you can not make your lesson for that week, you will be defaulted to resuming the next available term time-week.
- [3.1] Lessons are defaulted to the following week as standard. Rescheduling affects 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 you're late on the day of your lesson the time missed cannot be added on to the following lesson.

Bank holidays / holidays / Weekends.

- [4.0] Bank holidays will be discussed in advanced.
- [4.1] There will be a *maximum* of 10 days break per year. Payments are continuous. 'Holidays' will be communicated in advanced, refunds are not provided nor will lessons be rescheduled.
- [4.2] No lessons take place in August. August is a 3 week break. I continue until the end of July which is five weeks. This covers the 4th week of August.

If you're unwell.

- [5.0] If you are having your lessons offline and you are experiencing cough, cold, temperature, vomiting etc, please do not attend. Please feel free to try out the online lesson if you are able to do so. Expect to be defaulted to the following term time week.
- [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.

Duty of Care

- [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.
- [6.2] 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.