

## Dear Customer,

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

**[1.0]** Thank you for booking an introductory lesson. I hope that you'll enjoy 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.

### **Service available.**

- Electric Guitar
- Acoustic Guitar
- Classical Guitar
- Music Theory (ABRSM).

### **Payments**

**[1.1]** Both introductory, monthly, termly and DofE payments are to be made via [mkguitartuition.com](http://mkguitartuition.com). All payments are collected via our third party provider [GoCardless](#).

**[1.2]** Introductory payments are taken as soon as possible. Monthly Direct Debits are set up for the 1st of each month. Termly payments at the beginning of each term (state schools). If you wish to have term time only lessons but start half way through there is a weekly termly rate available via

<https://mkguitartuition.com/term-time/>

**[1.3]** 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 remaining number of weeks. If you have signed up for the monthly payment plan, you'll be charged the monthly weekly rate. If you have not signed up but still wish to continue you'll be charged the term time weekly rate. Both payments can be found at [mkguitartuition.com](http://mkguitartuition.com).

**[1.4]** If paying monthly, the next payment will be on the 1st of the following month which is taken automatically via our chosen third party Direct Debit company - GoCardless. Introductory payments are charged as soon as possible. Prices are subject to review each year.

[1.5] Lessons are term time only with different payment options: Monthly or Term time payments (charged at the beginning of each half term) DofE every 3 months. All lessons take place within the school term time table as Buckinghamshire state schools.

[1.6] Prices are the same for lessons whether they're online or face to face. Current prices can be found at [mkguitartuition.com](http://mkguitartuition.com)

### **Cancelling the Direct Debit**

[2.0] Cancelling the direct debit requires a months notice or a terms notice depending on how you pay whether it's half termly to monthly.

[2.1] Lessons are non refundable. If you choose to discontinue your lessons, but have already paid a refund will not be given.

[2.2] It is your responsibility to cancel the direct debit.

### **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] If you are on the 30 minute plan, you can adapt the following two weeks to be a 45 minute lesson. You can then decided if you'd want to upgrade the length of your lesson for the following month. 45 or 60 Minute plans may be offered a compromised 30 minute lesson. In all situations, please assume you'll default to the following available term time week.

[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, termly, half termly or completing your DofE.

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

[4.0] Lessons will not be provided on a bank holidays.

### **Covid-19**

[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.

[5.1] Hand sanitiser is provided upon entry and a face-mask may be worn by the customer unless exempt. By entering the premises, you agree that Milton Keynes Guitar Tuition/ Bedford Guitar Tuition is not liable.

**During the lesson (offline or online).**

[6.0] If the student is under the age of 18, an adult – preferably 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.

[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. If you're happy to go ahead please sign and date and return it back to me by post or in person.

Full  
name: .....

Signed  
here: .....Date ..... / ..... / .....