

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.

[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.

Service available.

- Electric Guitar, Acoustic Guitar, Classical Guitar, Bass, Music Theory, (ABRSM) and Piano.

Payments

[1.1] Both introductory, monthly, termly and DofE payments are to be made via 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 collected for the 1st of each month with a manual payment collected earlier - if needed. This is to cover the period from your introductory to the 1st of the following month. The direct debit payment is an advanced payment for lessons within that month. Termly payments are collected at the beginning of each half term (public 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 60 45 or 30 minute rate for the remaining number of weeks for that month.

If you have signed up for the monthly payment plan, you'll be charged the monthly rate. If you have not signed up via the website but still wish to continue you'll be charged the term time weekly rate. Both payments can be found at 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 third party Direct Debit provider - 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 are charged at the beginning of each half term or month. All lessons take place within the school term time for Buckinghamshire. Please note lessons are based on the public school time table not private.
- [1.6] Occasionally there is a miss-match between Beds/Herts/Bucks time tables. For example, February half term. Buckinghamshire's half term is usually a week later. As with all holidays, breaks will be based on the Buckinghamshire's timetable rather than Bedfordshire's timetable.
- [1.7] Prices are the same for lessons whether they're online or face to face. Current prices can be found at mkguitartuition.com. Prices may be reviewed each year.

Cancelling the Direct Debit

- [2.0] Cancelling the direct debit requires a months notice or a terms notice depending on how you pay. One term for termly and one month for monthly's.
- [2.1] For clarity, lessons are non refundable under any circumstances. These circumstances include whether you forget to turn up, have already paid and have cancelled, ill, can't make it or you've forgotten.
- [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 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, it may be possible to adapt the following two weeks to be a 45 minute lesson. You can then decided if you want to upgrade for the following month. 45 or 60 Minute plans may be offered a compromised 30 minute lesson. If the lesson cannot be rescheduled please resume the following term time week but expect to be defaulted to the following week as standard.
- [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.

- [3.3] Rescheduling a lesson requires a minimum 24 hours notice. Attempts to reschedule on the day will be defaulted to the following week. When rescheduling you'll be swapping with somebody else. As standard, rescheduling requires a 2nd participant to agree to the change. As mentioned in [3.1] **expect** to be defaulted to resuming the next available term time-week.
- [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] Lessons will not be provided on bank holidays. Please be aware that Friday / Saturday are non working days for mkguitartuition.com (weekends)
- [4.1] There will be a maximum of 13 days break per year. This does not effect the usual monthly payments. 'Holidays' will be communicated in advanced, refunds are not provided nor will lessons be rescheduled.

Covid-19 / ill.

- [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 time-week.
- [5.1] A face-mask may be worn by the customer if desired or in accordance with government advice at the time, unless exempt.
- [5.2] I am triple vaccinated and proof can be confirmed via the NHS app as requested.
- [5.3] If I am unwell I will provide written tasks or a video lesson and we'll resume the next available term time week.

During the lesson (offline or online).

- [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.
- [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, date and return it back to me by post or in person.
- [6.3]** An acknowledgement via WhatsApp or email is also acceptable. A screen shot may be taken to provide prove acknowledgement for future reference if via WhatsApp or any other form of messaging service.