



Red House Yamaha Music School – Terms & Conditions

Please read the Terms and Conditions below before enrolling in any of our lessons or programs. All students (or the parent/guardian of students under 18) must read, understand, and agree to the following Terms & Conditions prior to attending lessons or services at Red House Yamaha Music School (RHYMS). Agreement is confirmed by signing electronically or by providing a signed hard copy prior to the first session.

In the event that we do not receive a signed copy of the Terms and Conditions, but the student proceeds to attend the first term, such attendance will be deemed as acceptance of the Terms and Conditions, which are also available on our website.

Definitions

The School – Refers to Red House Yamaha Music School (RHYMS).

Tutor – Refers to any music instructor working with RHYMS.

Lesson(s) – Refers to any individual or group music session, class, or course.

Student – Refers to the individual receiving instruction. For those under 18, this also includes the parent or legal guardian.

1. Private Tuition & Group Lessons

- Lessons will run in blocks of terms in accordance with the local school term dates.
- Once enrolled, lessons will continue from one term to the next unless cancelled with adequate notice of one half term. Failure to adhere to this may result in the student being required to pay the fees for the next half-term.

2. Extra Lessons

Additional lessons outside regular scheduling may be arranged with advance notice and tutor availability.

3. Fees & Invoicing

Current tuition rates are published on our website and are subject to annual review.

Invoices are issued in advance of each term and must be paid by the due date stated.

If payment is not received within 14 days of the due date, RHYMS reserves the right to pause tuition until the account is settled.

4. Missed Lessons

- Missed lessons by Students are non-refundable.
- If a tutor is absent, the lesson will be rescheduled or credited.
- Rescheduled lessons from tutor absence are offered at the tutor's discretion and at least 48 hours notice of the rescheduled lesson will be given to the Students



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5. Communication & Schedule Changes

Schedule updates or cancellations will be communicated via email or phone.

It is the responsibility of Students/parents/guardians to check communications. Missed lessons due to missed messages will be forfeited.

6. Withdrawal from Lessons

One half-term's written or emailed notice must be given to cancel ongoing tuition.

If this notice is not provided, the next half-term's fees will still be charged.

RHYMS reserves the right to terminate lessons immediately if a student displays abusive, threatening, or disruptive behaviour.

7. Parental Communication

Tutors will be given emergency contact details for each student under 18.

Parents will be contacted if issues or concerns arise during sessions.

8. Student Progress

Informal progress updates are shared throughout the year.

9. Equipment Use

- All equipment must be respected and used appropriately.
- Any damage caused by negligence or misuse may result in the student being charged for repairs or replacement.

10. Additional Documents

The following policies form part of your agreement with RHYMS are available on request or via our website:

- Data Protection & Privacy Policy
- Safeguarding & Child Protection Policy
- Photo & Video Consent Form

11. Media Consent

Occasionally, we may capture photographs or video footage of lessons, performances, or events to showcase our work via our website, social media, or promotional material. By signing this agreement, you are giving permission for yourself or your child to be included unless you opt out in writing by completing the opt out of social media available upon request.



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14. Contact Information

If you have any questions or concerns, please contact us:

- **Phone:** 01534 669966
- **Email:** hello@redhouseyms.com
- **Website:** www.redhouseyms.com

Thank you for choosing Red House Yamaha Music School. We look forward to supporting your musical journey!