

### **Cancellations, Lateness and No-Shows**

- Any cancellations made under 48 hours prior to a session will still incur the full fee, due within 14 days of the original lesson time. This includes unexpected no-shows.
- Any cancellations made over 48 hours prior to a session will not incur a cancellation fee if the lesson can be rescheduled to a firm date at time of cancellation.
- Matthew has the right to cancel or reschedule a lesson at any time without notice. No charge will be incurred by the pupil and a rescheduled lesson will be arranged as soon as possible.
- Any lateness by of the pupil will not affect the ending time of the lesson as originally agreed.
- Matthew or the pupil have the right to terminate or refuse continued tuition without explanation or notice, provided any relevant fees or outstanding loans are resolved within 14 days.

### **Lesson Times and Prices**

- As of 1<sup>st</sup> February, 00:01am, 2021, lesson prices will stand as follows:

	One-to-one	Small groups (per person)	GCSE/A-level music exam tuition
30 mins	£15.00	£12.50	
60 mins	£24.00	£18.50	£10.00 an hour
90 mins	£38.00	£27.50	

- Small groups will consist of a minimum of 2 and a maximum of 4 players of similar age, playing ability and interests. Groups may only be formed with consent of all involved and no pupil will be forced into or out of group settings without their prior knowledge.
- An additional travel fee will also be charged for pupils where Matthew has to travel to visit, calculated at 45p per mile travelled on a round trip. Proof of calculation can be provided upon request.
- Lesson fees must be paid in full either during or up to 14 days after the lesson.
- Payment information will be made available once the first payment is due. Online or cash options available where appropriate.
- Lessons are arranged on a lesson-by-lesson basis, Lessons may happen on a regular schedule, for example 10:30am on a Tuesday, but each session is to be arranged and agreed verbally by Matthew and the pupil in the previous lesson for the booking to be confirmed.

### **Special Offers and Discounts**

- All new pupils will receive their first lesson free, after which there is no obligation to continue by either Matthew or the pupil.
- Pupils who introduce a friend to Matthew's tuition will receive 50% off the price of a lesson next lesson, provided the friend commits to regular, full-fee lessons. This is limited to 2 friends per pupil and the discount will occur after the first full-fee lesson the friend undertakes.

Please sign to acknowledge understanding of T&Cs above: \_\_\_\_\_

### **Resources and Equipment**

- Students are expected to provide their own instruments as Matthew will never allow usage of his instruments by pupils under any circumstances.
- Students are encouraged to bring printed music of pieces they would like to learn and to store this music in a folder which they must provide.
- Matthew may provide musical resources such as printed handouts which are for student use ONLY and must not be shared or duplicated without Matthew's express permission.
- In the event that Matthew may loan equipment or resources at his discretion, pupils are required to return the loaned items within a pre-arranged time period.
- Matthew cannot be held responsible for any damage to or loss of property, or any injury or whilst a pupil is with him during a lesson.

### **Use of Data and Privacy**

- All students will be automatically subscribed to Matthew's monthly newsletter via email and must opt out if they wish to no longer receive these. Instructions for doing so can be found within a newsletter email.
- Matthew will store student's data in a secure way and only use it for communication when arranging lessons, resources, or important announcements.
- Once a student has terminated lessons this data will be deleted from databases, with the exception of payment history as stated below. The only data held will be as that as stated below:
  - Full name
  - Email address
  - Telephone number
  - Home address, if appropriate
  - VOIP (Skype, Zoom, etc) address, if appropriate
  - History of payments to Matthew (amount and date due/paid), NOT to be deleted.
- Matthew will not disclose any of the data above to any company or individual, other than when necessary for tax or justice reasons.
- Matthew will not disclose any progress, feelings expressed, or private conversations dealt with during a lesson to any company or individual, other than when necessary for tax or justice reasons.

In order to proceed with tuition under Matthew Quilliam, pupils will be required to read and adhere to the above terms and conditions.

Failure to comply with any of the terms above will automatically make any further arrangements void until an agreement is made between Matthew and the pupil to resume.

Please sign to acknowledge understanding of T&Cs above: \_\_\_\_\_