



TERMS AND CONDITIONS FOR ADULT TUITION AT DAWKES MUSIC

The following Terms and Conditions apply to all lesson agreements made between Dawkes Music and its pupils.

1a. Teaching weeks at Dawkes Music run 52 weeks of the year.

2. Communications

2a. All correspondence is sent out by email/text message

2b. It is the responsibility of the pupil to make Dawkes Music aware of any changes to their contact details.

3. Timetabling of Lessons

3a. The pupil will be informed of the lesson day, time and the date of their first lesson before their teaching commences by email.

3b. If the agreed lesson day needs to be changed, the pupil will be contacted as far in advance as possible and alternative arrangements will be made with the pupil for a suitable new lesson time.

4. Absences

4a. Individual lessons

4a.i. If the pupil is unable to attend a lesson please let Dawkes Music know at the earliest time possible.

4a.ii. Where less than 24-hours' notice is given for missing a lesson no catch-up lesson or credit will be given and a 50% lesson fee will be charged.

4b. Group lessons –

4b.i. No catch-up lessons or credits will be provided for an individual's absence from a group lesson / band class or any other group-based tuition activity.

4c. Tutor Absences –

4.c.i. If the pupil's tutor is unavailable to teach, Dawkes Music will attempt to arrange a cover tutor and give you as much notice as possible.

4d. Unavoidable cancellations –

4.d.i. If Dawkes Music cancels any lessons due to events out of its control, customer credit may be given at the discretion of Dawkes Music management.

Cancellations 5

5. No refund or credit will be given for any cancellations part way through a fixed length programme (such as an Introduction to Music Theory).

6. Payment at Dawkes Music – Reform Road, Maidenhead, SL6 8BT

Please note, Dawkes Music is not always staffed, so check in advance to ensure payments can be accepted.

6a. A card machine is available for processing payments.

7 Tuition Fees

7a. Dawkes Music tutors CANNOT accept payments in any form.

7b. The pupil will be billed for each lesson after it takes place and are able to make payment online or in store.

7c. Penalties for late payments will be applied as per below.

8. Penalties

8.aThe pupil is responsible for any and all charges that their bank may levy for rejecting any payment to Dawkes Music.

8b. Dawkes Music does reserve the right to temporarily and fully suspend pupils from lessons with unpaid term fees during term time. A temporary suspension means that Dawkes Music will keep the lesson time slot available for the pupil in the hopes that payment will be made. A full suspension means that Dawkes Music has the right to fill the pupils lesson time slot with another pupil from the waitlist.

9. Photography & Filming

9a. Dawkes Music may use film or still photographs of students for appropriate promotional purposes.

9b. You must inform Dawkes Music in writing at any time if you will not allow the use of such images.

10. Changes to the Terms and Conditions

10a. The Terms and Conditions described above are agreed to upon enrollment and may be changed at any point by Dawkes Music without providing notice to the pupil. A copy of the Terms and Conditions will always be available on our website and may be emailed to the pupil on request.

Contact Details

For all general enquiries E: teaching@dawkes.co.uk

For all absence notifications E: teaching@dawkes.co.uk and your teacher

For all resources queries - workbooks/instrument purchase E: info@dawkes.co.uk

For all term fees related queries E: accounts@dawkes.co.uk

To find us on facebook F: [Facebook.com/DawkesMusic](https://www.facebook.com/DawkesMusic)

To call us Phone: 01628 630800 (available during office hours only)

Reform Road, Maidenhead, Berkshire, SL6 8BT