



TERMS AND CONDITIONS FOR TUITION AT DAWKES MUSIC 2021

The following Terms and Conditions apply to all lesson agreements made between Dawkes Music and its pupils and the parents / carers of its pupils ("the pupil").

1. Term Dates

1a. Teaching weeks at Dawkes Music run in conjunction with the school term. However, there are occasional differences and our term dates are sent out before every term begins.

2. Communications

2a. All correspondence is sent out by email.

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 –

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

4.a.ii. Where less than 24-hours' notice is given for missing a lesson no catch-up lesson or credit will be given. This lesson is considered forfeited.

4.a.iii. Where at least 24-hours' notice of the intended absence is given, this is deemed an "explained absence."

4.a.iv. Your or your child's tutor will arrange a replacement/catch-up lessons for up to two lessons per term for explained absences with you at a mutually agreeable time. This often happens in the form of an extra 30minutes on your next lesson or an extra 15minutes on top of your next two lessons or if this isn't possible with the tutors schedule, they will choose a day or two during the first week of the term break to provide this lesson.

4b. Group lessons –

4.b.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.

4.c.ii. If this is not possible, the pupil's normal tutor will arrange to catch up lessons with the pupil as stipulated in 4.a.iii.

4.c.iii. A tutor's absence is not counted as one of the two explained absences per term but as an additional replacement/catch up lesson owed.

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.

5. Duration of the Lesson Agreement - ongoing

5a. The lesson agreement between Dawkes Music and the pupil is a rolling agreement that continues into each new term and new year.

5b. The pupils are emailed their invoices towards the end of each term in respect of the following term's lessons, until a cancellation notice is received, as discussed below.

6. Cancelling the Lesson Agreement

6a. If the pupil wishes to cancel the lesson agreement with Dawkes Music, written notice must be received by Dawkes Music at least four weeks prior to the intended last lesson.

6b. Verbal notice given to the tutor will not be acted upon and is not considered sufficient unless confirmed by email to Dawkes Music.

6c. If the pupil is unable to give four weeks' notice, they will be charged a late notice fee equivalent to four weeks of lessons (or if only one week's notice is given, a late notice fee equivalent to the cost of three week's lessons will be charged).

6d. Exceptions on medical grounds may be made to this as decided by Dawkes Music management.

6e. No refund or credit will be given for any cancellations part way through a fixed-length programme.

6f. If Dawkes Music has to cancel a lesson agreement it will endeavour to give four weeks' notice to the pupil. Any lessons remaining after the lessons' end date will be credited to the pupil's account if payment has already been made.

7. 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.

7a. A card machine is available for processing payments.

7b. CREDIT CARD details can be phoned through on – 01628 630800

7c. Dawkes Music's bank details are:

Account Name: Dawkes Music & Windcraft Ltd

Sort Code: 40-42-08

Account Number: 22440709

Please quote either your customer number or invoice number as a reference for all payments.

8. Tuition Fees and Accounting

8a. Dawkes Music tutors CANNOT accept payments in any form.

8b. Unless an agreed instalment plan has been put in place the pupil will be billed for each future term in full towards the end of the preceding term.

8c. Full payment must be received before the new term starts, unless an agreed instalment plan has been put into place.

8d. New pupils will receive an invoice when their enrolment is processed.

8e. If the pupil commences lessons part way through a term, the remainder of that term will be billed in full and payment must be received unless an agreed instalment plan has been put in place.

9. Penalties

9a. The pupil is responsible for any and all charges that their bank may levy for rejecting any payment to Dawkes Music.

9b. 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 timeslot 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.

10. Photography & Filming

10a. Dawkes Music may use film or still photographs of students for appropriate promotional purposes.

10b. You (or your parents if you are under 18 years of age) must inform Dawkes Music in writing if you will not allow the use of such images.

11. Changes to the Terms and Conditions

11a. 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 may be emailed to the pupil on request.

Contact Details

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

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

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

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

To find us on facebook F: Facebook.com/DawkesMusic

To call us Phone: 01628 630800

Monday - Saturday 9.30am - 5.30pm

Address: Dawkes Music, Reform Road, Maidenhead, Berkshire, SL6 8BT