

Terms and Conditions

1 Course and Fees Policy

- 1.1 This is an enrolment for a music course, which consists of ten (10) thirty-minute weekly lessons (plus any holidays) based on our current Academic Year's Term Dates.
- 1.2 The Term fees of the course(s) should be paid prior to the beginning of your first lesson and, thereafter, one week before each new Term begins, unless you cancel one week prior to the beginning of the next Term of lessons. Failure to pay the fee of your course in due time may result in cancellation of your enrolment and your time slot.
- 1.3 First Musical Academy is open during the Newham Borough Term Dates. Please visit our website to view the Term Dates and Holidays of the current Academic Year or request a hard copy.
- 1.4 You must include any relevant information in your enrolment form, or inform us as soon as you find out, regarding any health condition(s) or learning difficulties your child/ children might have as we are obliged to inform the teachers in order to ensure the wellbeing of the children and tailor their teaching methods accordingly.

2 Cancellation and Notices:

- 2.1 Once the full or part of the course fee has been paid, you will have fourteen days to cancel and receive a full refund of your payment. However, you would be charged an administrative fee of £20.
- 2.2 If you cancel after the 14-day cancellation period, you would not be entitled to a refund and you would still need to pay any outstanding fees of the Term you enrolled for. If you do not wish to attend the remaining of your course but you still have an outstanding payment to make, you would first need to clear your balance prior to cancelling your course.

3 Collecting your child/children and Liability

- 3.1 We take the security of all students very seriously while they are in the class. However, we do not take any responsibility for the students' safety before or after the duration of their lessons or if they decide to come out of their classroom during a lesson.
- 3.2 Please ensure that you arrive promptly to collect your child/children as soon as each lesson has finished. You may use one of our waiting areas during the lessons, but please note that smoking is not allowed in the premises.
- 3.3 Parents are not allowed to enter the classrooms during the lessons unless asked by a teacher to do so. Teachers are responsible for the wellbeing of the students while they are in their class. Please ensure you are able to collect your child/children from their classroom as soon as they finish their lessons or inform our reception if you're not able to do so.

4 Replacement Classes and Missed Lessons

- 4.1 If you give us an advance notice of at least 24 hours prior to a lesson, we will reschedule the lesson for another date, during the duration of the same Term, according to the teachers' availability. Each student is eligible to one replacement class for each Term of 10 lessons. Any other cancellations on your part would count as missed lessons.
- 4.2 If a class is cancelled due to a teacher's absence or due to any other reason that FMA might be responsible for, we would reschedule the class for another date, during the duration of the Term.