

Townsend Tuition Policy



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1. Tuition

Private Lessons (including online):

£14/30 min session

£19/45 min session

£26/1 hr session

There may be a charge for travel outside my immediate area.

Lessons are billed monthly by adding up the number of sessions that will occur during the month in question, taking into account any holidays when I wouldn't be teaching.

E.g. A student who receives four 30-minute lessons will be billed £56.

Block bookings can also be made, but only on request. If block bookings are made they must be a minimum of 5 lessons and a maximum of 10 lessons per pupil per date.

Any block bookings must be used within a 12 month period from the date of the invoice.

Bookings will expire after this point and will not be refunded.

For information about online tuition please email me or see my Online Policy.

2. Rundown of Value

Here's what you can expect from me:

I will treat students and families with care and respect.

I will always give you my best when it comes to tuition.

I will always return your call or email in a timely and professional manner.

I will always make every effort to be on time.

I will always listen when you have a concern and try my best to solve the problem.

I will always own up to my mistakes.

I will be there for the general welfare of my students

3. Expectations of student/parent

Here are a few ways you can help:

All I ask is that you return the favour in your own way!

Please be on time to all scheduled lessons, classes, practices, and performances.

Please do your best to schedule appointments, keeping in mind lessons, classes, practices, and performances.

Please let me know if you see a way I can improve my services. I want to be my best! If I see a way to make it happen, it will.

4. Books and Fees

Other stuff you will need:

On top of tuition, you may be responsible for additional expenses associated with my services. Some of these can be included in half termly invoices, but this will be communicated by email. Typical foreseeable expenses would be, and these are estimates:

Books/Sheet Music: £5-£20 per book

Practice record book: 50p per book

Exam fees: price list available on gb.abrsm.org

I may also lend copies of my own music

I may print sheet music of my own. There will be no additional charge for this.

For any loose sheet music I may not supply folders. Please ensure all music is looked after.

5. Liability Waiver

Damage to my stuff or property:

If you or a member of your family damages my property or equipment, out of respect for what I am trying to do, please offer to make it right. We are friends here!

Liability:

There is very little risk involved with music. However, I know that people have accidents and accidents can happen. Please understand that I work hard to plan so that everyone is as safe as possible. In the event something unfortunate happens during lessons, I will be there to provide support to the best of my ability.

6. Exchange of Money

Paying me:

Monthly invoices will be sent at the beginning of every month for prepayment.

Payment can be made by bank transfer or cheque

I do not take cash payments

Payments received after the 1 month deadline will be considered late, and may be subject to a £10 late fee to be added to the current invoice.

After the 6th week, issues with late payments may affect future tuition.

I will send you a reminder if your payment did not go through, or if your card expires, etc.

Block booking invoices will be sent on request.

Any block bookings must be used within a 12 month period from the date of the invoice.

Bookings will expire after this point and will not be refunded.

7. Cancellations

Cancellations by me:

If I cancel for any reason, I will make it up. If I can't, it will be refunded back to you!

By default, I do not teach on most "bank holidays", such as Christmas, Easter, etc. (unless otherwise stated)

I will typically follow the local school authority's decision on school closure and holidays, but I may offer additional lessons during major holidays.

Make up lessons, refund and additional lesson notification will be sent via email.

Cancellations by Student/Parent:

I will not make up or refund a lesson missed by the student for any reason.

If students receive tuition at school and there is an unplanned closure (e.g. a snow day), I will not make up or refund lessons missed.

8. Leaving Townsend Tuition

Cancellation of tuition:

I'm sorry to see you go!

Please try and let me know in advance if you would like to stop tuition for you/your child so I can help prepare you/them as best I can.

Prepaid tuition is non-refundable.

9. Electronic Communications Policy

My business email address is peter@townsendtuition.net

My business phone number is 07773164402

I will usually communicate with parents by email – including sending invoices

I maintain a 'no friending' policy of students under the age of 18 on social media.

I will use my Tablet or other mobile technology to access YouTube, Spotify and iTunes, and other music related resources to assist during some lessons.

10. Further Paperwork:

Child Protection Policy:

In order to create a safe learning environment for all children, I am committed to putting these measures in place:

During a private music lesson with a student under the age of 18 years, I am required to teach in a room with a window, an open door, or a large room or open area which can be accessed from a main hallway.

When teaching in schools other members of staff are required to periodically (and without notice) check in on any private music lesson, being taught to a person under the age of 18. This may be done by looking into the window, or checking an open door, being sure not to disturb the lesson and sacrifice the quality of instruction.

When teaching in homes (including my own) parents are always welcome to stay in a waiting area within earshot of a private lesson. If they find it necessary, a parent is welcome to check the window or open door at any time without disturbing the lesson.

I have a recent DBS (Disclosure and Barring Service) check. I update this every 3 years.

Agreement

Upon agreement of tuition, I am affirming that I have read the "Townsend Tuition Policy" above.

Upon agreement of tuition, I fully agree with and understand the contents of this policy.

Upon agreement of tuition, I am happy for me/my child to undergo tuition with Townsend Tuition.

For use from July 2021