



Stalybridge Music Academy

PAYMENTS & REFUNDS POLICY

We strive to offer many different ways for people to book lessons, from Gift Vouchers, through Electronic and in Person payment where permitted. Our lessons are all charged at a standard fee as they require exactly the same lesson planning and Learner report completion, the same, if not more, level of commitment on behalf of the tutors and admin team and the same practise mentality from the Learner and their Sponsor/ Support Team

Payment Scheme:

The Payment Scheme aims that each lesson payment to the Academy is, at its most economical, for £16 for each half-hour lesson(s) agreed between the Academy, Learner/ Sponsor & Tutor, according to availability. A minimum amount of lessons must be reserved at a time (pcm lessons are therefore to the value of £64) these will be booked in advance according to client requirements, Tutor availability and lesson/ room provision.

Payments can be made usually via BACS, TT, Paypal or in person at our Hub but must be paid to the Academy prior to the beginning of the lesson series:

Payment Plan

- 12 monthly payments of £64 paid by Standing Order on _____ of the month
- Lessons are to be paid in advance of the scheduled lessons.
- Lessons will only commence when payment has been made.
- Rescheduled lessons may be on an alternate instrument, with a substitute teacher, in-line with the current Learners report, or by a relation on the same, or an alternate instrument or at any time over the 3 month period for which the lessons were booked for/ in. (i.e Lessons booked in January must be taken by the 1st April)
- Payment is made therefore for 48 lessons, with 4 weeks absence (considered likely to be 2 weeks off at Christmas, and 2 weeks during the year (all other lessons to be made up)
- Should the Learner not require 4 weeks off and wishes to continue lessons there will be an additional £64 required during the year to fund these extra 4 lessons.
- Any lessons not made up are not available for refund.

Block of 6 Lessons

- Lessons are to be paid in advance of the scheduled lessons.
- Lessons will only commence once payment has been made.
- Cancelled lessons will be rescheduled at the Academies, Learners/ Sponsors and Teachers convenience.
- Rescheduled lessons may be on an alternate instrument, with a substitute teacher, in-line with the current Learners report, or by a relation on the same, or an alternate instrument or at any



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time over the 3 month period for which the lessons were booked for/ in. (i.e Lessons booked in January must be taken by the 1st April).

- Lessons are designed around the School year, with 6 week half terms being the design.
- Any lessons not used from a 6 week block are non-refundable however lessons may be utilised, as designated by the sponsor, as required within 12 months
- One months notice is required to discontinue the agreement. This allows for final calculations to be made for the final invoice/ refund.

PAYG (Pay as You Go)

Lessons are to be paid in advance of the **next** scheduled lesson.

Lessons will only be guaranteed as booked once payment for the taken lesson has been received.

Follow on Lessons will only commence once payment has been made.

Lesson times can only be reserved by payments being received in advance.

We will endeavour, where possible, to maintain a regular lesson slot for Learners who maintain a PAYG lesson however this is dependent upon payment provision in advance and unless a slot is booked and paid for we cannot, obviously, guarantee this.

PIA (Payment in Advance)

Similar in format to PAYG lessons the Sponsor/ Learner initially pays for the lesson they have had and for the follow on lesson.

Each time they have a lesson a fee is levied which is set against the follow on lesson.

Learner/ Sponsors may book as many lessons as they wish in advance so long as payment is received by the Academy at the time of booking.

Once the Learner/ Sponsor has booked the follow-on lesson this is guaranteed.

Refunds:

Lessons booked in a block and cancelled by the Sponsor/ Learner will be guaranteed a full refund less a 20% administration fee.

Any monies owed by the Academy to a Learner/ Sponsor who has breached the Policies of the company forfeits the right to a refund.

Instruments and Equipment hired to the aforesaid Learner will be returned to the Academy within 7 days. Once they have been checked by our technical staff the reservation fee will be refunded in full. Depending upon when they are returned the Sponsor/ Learner may be entitled to return of some of their hire fees.