



Mr. C's Music - Terms & Conditions

These Terms & Conditions set out the expectations, policies, and agreements for music tuition and band participation provided by Mr. C's Music. By signing the application form, you confirm that you have read and agree to these terms.

1. Tuition & Contract Agreement

Tuition is allocated on a first-come, first-served basis and confirmed only upon receipt of full-term payment. Payment can be made via bank transfer or cash.

2. Payment Terms & Late Fees

Payment is due within 30 days of tuition starting (after the trial week). Any payment made after the term has ended will incur a 10% late payment charge. Continued non-payment may result in lessons being suspended or discontinued, and unpaid fees may be pursued further if necessary. Every effort will be made to resolve payment issues directly with parents before considering external recovery options.

3. Sibling Discount

Families with more than one child enrolled in tuition or band sessions are eligible for a 10% discount on the fees for the second (and any additional) child. This discount applies to the lower-cost enrolments and cannot be combined with other offers.

4. Price Adjustments

As a sole trader offering a non-funded service, occasional price increases may be necessary to keep up with inflation and running costs. Every effort will be made to avoid annual increases where possible.

5. Contract Duration & Cancellation Policy

The tuition contract remains in effect until one of the following: 1) The pupil leaves the school; 2) A parent/guardian gives written notice of cancellation at least half a term before the end of the current term; 3) The tutor discontinues tuition in the best interests of the pupil or class. After the trial week, tuition fees are non-refundable unless under exceptional circumstances at Mr. Crilley's discretion.

6. Missed Lessons, Cancellations & Refunds

Missed lessons due to pupil absence (including holidays) are non-refundable. Exceptions may be made for extended illness (over two consecutive weeks), and at Mr. Crilley discretion. Lessons cancelled by the school will not be charged. If Mr. Crilley is absent, a replacement lesson will usually be scheduled during 'blue weeks' on the calendar. Refunds will not be given for missed sessions.

7. Instrument Hire

Instruments can be hired for half-term or full-term periods at a fixed price. Full hire terms are available at: <https://mrscsmusic.co.uk/instrument-hire1/>

8. Behaviour & School Guidelines

Pupils must behave respectfully towards others and Mr. Crilley. Persistent issues will be discussed with parents. Continued misconduct may result in lessons or band participation ending. Tuition follows the school's behaviour policies, and pupils in detention or excluded from class cannot attend lessons unless officially released.



9. Emergency Procedures

In an emergency, Mr. Crilley will follow school procedures and ensure pupil safety. As a trained first aider, Mr. Crilley can give immediate assistance and seek further help if required. Final decisions in emergencies will follow school policy.

10. Commitment to Practice

Musical progress depends heavily on regular home practice. For Bandy participants, commitment to practice between sessions is essential for the group's success. For KS1 pupils, a lighter, age-appropriate routine is recommended but still encouraged. Parents/guardians are expected to support their child's practice routine at home.

11. Musical Development Disclaimer

Mr. Crilley is to guide, teach, and support musical development, but teachers cannot make children skilled without their own effort. Progress depends on practice, engagement, and commitment from the pupil. No guarantee is made of reaching a specific skill level, exam grade, or band placement.

12. Liability & Lost Property

All reasonable care is taken to ensure a safe learning environment. Mr. Crilley has Public Liability insurance. Mr. Crilley is not liable for lost or damaged belongings. Liability for injury is limited to cases of proven negligence. Parents/guardians accept that music activities carry a small inherent risk and release Mr. Crilley from liability for incidents not caused by negligence.

13. Events Beyond Our Control

Lessons or band sessions may be cancelled or rescheduled due to events outside my control (e.g., severe weather, strikes, school closures, public health restrictions). In such cases, reasonable efforts will be made to reschedule, but refunds will not be issued unless otherwise agreed.

14. Privacy & Data Protection

All personal data is handled securely and used only for tuition administration. I follow the UK GDPR guidelines. More details: <https://www.gov.uk/data-protection>

15. Complaints

If you have concerns, raise them promptly so they can be addressed. If unresolved, please email hello@mrscsmusic.co.uk for mediation. You can also reach me directly on 07834 785355.

16. Changes to These Terms

Terms may be updated from time to time. Changes will be communicated by email, with updated sections clearly highlighted.