TERMS AND CONDITIONS

BEETHOVEN MUSIC SCHOOL

ONLINE MUSIC SCHOOL



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Beethoven Music School

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1. Introduction

1.1

Welcome to Beethoven Music School.

These Terms and Conditions set out the agreement between Beethoven Music School ("the School") and the student or, where the student is under the age of 18, their parent or legal guardian ("the Parent"). By enrolling at the School, you agree to be bound by these Terms and Conditions.

1.2

Beethoven Music School is committed to providing high-quality music education in a supportive, inspiring and professional environment. We believe that every student should enjoy learning music, develop confidence, creativity and musicianship, and be encouraged to achieve their full musical potential.

1.3

These Terms and Conditions are designed to ensure that lessons are delivered fairly and consistently, and that students, parents and teachers have a clear understanding of their respective rights and responsibilities. They help us maintain the high standards of teaching, organisation and communication that families have come to expect from Beethoven Music School.

1.4

These Terms and Conditions apply to all tuition and services provided by Beethoven Music School, including face-to-face and online lessons, musicianship classes, workshops, concerts, examinations and any other educational activities organised by the School, unless otherwise stated.

1.5

The School may amend these Terms and Conditions from time to time where necessary. Parents will be given reasonable notice of any significant changes before they take effect.

2. Enrolment

2.1

Enrolment at Beethoven Music School reserves a regular weekly lesson with one of our teachers. Lessons may be delivered either face-to-face or online, depending on the student's chosen programme and teacher availability.

2.2

Students may enrol for individual instrumental or singing lessons. Lesson duration will be agreed at the time of enrolment and may be reviewed periodically as the student progresses.

2.3

Enrolment also includes access to the School's Musicianship Classes, which form an integral part of our educational programme. Students are encouraged to attend these classes regularly; however, attendance is flexible and students may choose how frequently they participate.

2.4

Enrolment secures the student's regular lesson time and the teacher's availability each week. Tuition fees are therefore payable for the reserved lesson time, regardless of attendance, except where otherwise stated in these Terms and Conditions.

2.5

New students are required to complete the School's enrolment process and provide accurate contact details, including emergency contact information where applicable. Parents and students must inform the School promptly of any changes to their contact details or other relevant information.

2.6

The School reserves the right to refuse or discontinue enrolment where it believes it is unable to meet a student's educational needs or where continued enrolment is not in the best interests of the student, other students or the School. Wherever possible, this decision will be discussed with the parent or student in advance.

3. Lessons

3.1

Beethoven Music School offers high-quality individual music tuition for students of all ages and abilities. Lessons are tailored to each student's individual needs, learning style, age, experience and musical goals.

3.2

Individual lessons are available in the following durations:

- 30 minutes
- 45 minutes
- 60 minutes

The recommended lesson length will depend on the student's age, level and educational objectives.

3.3

Lessons are normally held once a week at a regular day and time agreed between the School and the parent or student. The School will endeavour to maintain the same lesson time throughout the academic year; however, occasional changes may be necessary.

3.4

Students are expected to arrive on time for their lessons and be fully prepared with their instrument, music, books and any other materials required for the lesson.

3.5

Lessons will finish at the scheduled time. Students arriving late will receive the remainder of their allocated lesson time, as it is not normally possible to extend lessons beyond their scheduled finish time.

3.6

Parents or carers are responsible for ensuring that younger students are brought to lessons on time and collected promptly at the end of the lesson, unless alternative arrangements have been agreed with the School.

3.7

Regular practice between lessons is essential for musical progress. Students are expected to practise consistently and complete any work set by their teacher. Parents of younger students are encouraged to support and supervise home practice wherever possible.

3.8

Teachers will monitor each student's progress and may recommend changes to lesson length, examination preparation, repertoire or learning objectives where appropriate.

3.9

The School reserves the right to allocate or change a student's teacher where necessary due to staffing, scheduling or other operational requirements. Wherever possible, parents or students will be given reasonable notice of such changes.

4. Online Lessons

4.1

Beethoven Music School offers both face-to-face and online individual lessons. Students may choose the format that best suits their needs, subject to teacher availability. Both formats are valued equally and provide the same high standard of teaching and individual attention.

4.2

Online lessons follow the same educational approach, curriculum and lesson objectives as face-to-face lessons. Students receive personalised tuition, regular feedback and guidance, and may prepare for music examinations, performances and auditions in either format.

4.3

Students may choose to study entirely online or, where appropriate and agreed with the School, change between online and face-to-face lessons. The School cannot guarantee that a student's regular lesson day, time or teacher will remain the same following a permanent change of lesson format.

4.4

Students attending online lessons are responsible for ensuring they have:

- A reliable internet connection.
- A suitable device with a working camera and microphone.
- Their instrument and all required music, books and learning materials.
- A quiet environment suitable for learning.

4.5

If technical difficulties occur during an online lesson, both the teacher and student should make reasonable efforts to reconnect as quickly as possible. Where a lesson is significantly disrupted due to circumstances beyond either party's reasonable control, the School will determine whether the remaining lesson can continue or whether an alternative arrangement is appropriate.

4.6

Where circumstances prevent a face-to-face lesson from taking place, such as illness, severe weather, travel disruption or other unforeseen circumstances, the School may offer the lesson online where this is practical and agreed by both the teacher and the student.

4.7

All online lessons must take place in an appropriate learning environment. Students are expected to behave respectfully throughout the lesson, and parents or carers of younger children should ensure that a suitable adult is available nearby if required.

5. Musicianship Classes

5.1

At Beethoven Music School, we believe that musicianship is an essential part of a well-rounded musical education. Our Musicianship Classes are designed to develop the skills that support confident and independent musicians, including music theory, aural training, rhythm, sight-reading, musical understanding and creativity.

5.2

Musicianship Classes are included within each student's tuition fees at no additional charge and form part of the educational opportunities offered by the School.

5.3

Students are encouraged to attend Musicianship Classes regularly; however, attendance is flexible, and students may choose how often they participate according to their individual needs, interests and availability.

5.4

Classes are organised according to age and ability wherever possible. The School reserves the right to allocate students to the class that best supports their learning and musical development.

5.5

The timetable for Musicianship Classes may vary during the academic year. The School will provide reasonable notice of any changes to class days or times.

5.6

From time to time, the School may offer additional group workshops, ensemble rehearsals, masterclasses or educational events as part of its commitment to providing a broad and enriching musical education. Participation in these activities may be included in the tuition fees or may incur an additional charge, which will always be communicated in advance.

6. Fees and Payment

6.1 Tuition Fees

Tuition fees are payable on a four-week cycle. Payment reserves the student's regular lesson time and enables the School to plan teaching schedules effectively.

6.2 Invoicing

Invoices will be issued periodically by the School. Payment must be made by the due date stated on the invoice.

6.3 Payment Methods

Payment should be made by bank transfer or any other payment method approved by the School.

6.4 Reserved Lesson Time

A student's lesson time is reserved exclusively for them throughout their enrolment. Tuition fees are therefore payable for the reserved lesson time, regardless of attendance, except where otherwise stated in these Terms and Conditions.

6.5 Late Payment

If payment has not been received by the due date shown on the invoice, the School reserves the right to suspend lessons until the outstanding balance has been paid in full. The School cannot guarantee that the student's regular lesson time will remain available during any period of suspension.

6.6 Outstanding Fees

The School reserves the right to recover any reasonable costs incurred in pursuing overdue payments.

6.7 Annual Fee Review

Tuition fees are reviewed annually. Any changes to tuition fees will be published on the Beethoven Music School website each July and will take effect from the start of the new academic year in September.

6.8 Additional Costs

Tuition fees cover individual lessons and access to the School's Musicianship Classes. The following are not included in the tuition fees unless otherwise stated:

- Examination entry fees.
- Accompanist fees.
- Festival or competition entry fees.
- Music books and sheet music.
- Instrument hire or purchase.
- Examination certificates or other charges made by examination boards.

6.9 Concert Fees

Beethoven Music School normally organises two student concerts during each academic year. Participation in these concerts is an important part of our educational programme, providing students with valuable performance experience.

A concert participation fee is payable for each concert to contribute towards venue hire, equipment, administration and organisational costs. Parents and students will be informed of the applicable fee in advance of each concert.

7. Missed Lessons, Student Absence and Rescheduling

7.1 Student Absence

If a student is unable to attend a scheduled lesson for any reason, the School should be notified as soon as possible. Tuition fees remain payable for all missed lessons, as the student's regular lesson time has been reserved exclusively for them.

7.2 Online Lessons

Students who are unable to attend a scheduled face-to-face lesson may, where appropriate, choose to have their lesson delivered online instead, subject to the teacher's availability and the practicalities of providing the lesson online.

7.3 Notice of Absence

Students who are unable to attend a lesson and wish to be eligible for a make-up lesson must notify the School at least 24 hours before their scheduled lesson.

7.4 Booking a Make-up Lesson

Once a lesson has been released to Calendly, the student may book any available make-up lesson that best suits their schedule. Make-up lessons are subject to teacher availability and are offered on a first-come, first-served basis. While the School endeavours to provide suitable opportunities, the availability of a make-up lesson cannot be guaranteed.

7.5 Teacher Absence

If a teacher is unable to deliver a lesson, the School will endeavour to:

- Arrange a replacement lesson;
- Provide a suitably qualified substitute teacher; or
- Deliver the lesson online.

If none of these options is possible, the lesson fee for the missed lesson will be credited towards future tuition or refunded.

7.6 Lesson Cancellations by the School

If the School needs to cancel a lesson for reasons other than teacher absence, every reasonable effort will be made to provide an alternative lesson or, where this is not possible, a credit towards future tuition or a refund.

8. Three-Week Introductory Period

8.1 Purpose

All new students begin their tuition with a three-week introductory period. This allows both the student and the School to ensure that the lessons are suitable and that the student is happy with their tuition.

8.2 Ending Tuition During the Introductory Period

During the three-week introductory period, either the parent/student or the School may end tuition by giving at least 48 hours' notice before the next scheduled lesson.

The parent or student will only be charged for lessons that have taken place or fall within the 48-hour notice period.

8.3 Continuation of Tuition

If neither party gives notice during the introductory period, the student's enrolment will automatically continue under these Terms and Conditions.

8.4 Existing Students

The three-week introductory period applies only to students enrolling at Beethoven Music School for the first time and is not available to returning or existing students.

9. Ending Tuition (Notice Period)

9.1 Notice to End Tuition

Following the three-week introductory period, parents or adult students may end tuition at any time by giving at least eight weeks' written notice by email to the School.

9.2 Tuition During the Notice Period

Lessons will continue as normal throughout the eight-week notice period unless otherwise agreed by the School. Tuition fees remain payable during this period in accordance with the student's regular lesson schedule.

9.3 Notice Requirements

Notice will be deemed to have been given on the date the School acknowledges receipt of the email. Verbal notice, text messages, social media messages or notification to an individual teacher will not constitute valid notice.

9.4 Immediate Termination by the School

The School reserves the right to terminate tuition with immediate effect where:

- Tuition fees remain unpaid.
- A parent or student commits a serious breach of these Terms and Conditions.
- The behaviour of a student, parent or accompanying person is abusive, threatening, discriminatory or otherwise unacceptable.
- The School reasonably believes that continuing tuition is no longer in the best interests of the student, teacher or the School.

Where appropriate, any tuition fees paid in advance for lessons that will not be delivered will be credited or refunded.

9.5 Notice by the School

The School may end tuition by giving eight weeks' written notice by email. Where practicable, the School will discuss the reasons with the parent or student before tuition ends.

9.6 Outstanding Fees

Ending tuition does not affect the responsibility to pay any outstanding tuition fees or any other sums owed to the School.

10. Concerts and Performance Opportunities

10.1 Educational Value

Performance is an important part of a student's musical education. Beethoven Music School provides regular performance opportunities to help students develop confidence, musical communication and stage experience.

10.2 School Concerts

The School normally organises two student concerts each academic year. These concerts form an integral part of the educational programme and provide students with valuable opportunities to perform in a supportive and encouraging environment.

10.3 Participation

Students are expected to participate in the School's concerts as part of their musical education. If a student is unable to attend a concert, the School must be notified by the published response deadline.

Students who notify the School by the published response deadline that they are unable to attend will not be charged the concert participation fee. Where notice is received after the published deadline, the concert participation fee will remain payable, as venue hire, administration and organisational costs will already have been incurred.

10.4 Concert Fees

A concert participation fee is payable for each concert to contribute towards venue hire, equipment, administration and organisational costs. The applicable fee and response deadline will be communicated to parents and students in advance of each concert.

10.5 Other Performance Opportunities

From time to time, the School may organise or recommend additional performance opportunities, including festivals, competitions, workshops and masterclasses. Participation in these events will be subject to the specific requirements and fees, where applicable, which will be communicated in advance.

10.6 Student Conduct

Students are expected to behave respectfully and professionally during concerts and all School events. Parents and accompanying guests are also expected to behave courteously towards staff, performers and other audience members, helping to create a positive and supportive environment for all participants.

11. Music Examinations

11.1 Examination Preparation

Beethoven Music School prepares students for music examinations offered by recognised examination boards, including Trinity College London and ABRSM, where appropriate to the student's age, ability and individual learning goals.

11.2 Examination Entry

The decision to enter a student for an examination will be made jointly by the teacher, the parent (or adult student) and, where appropriate, the School. Students will only be entered when, in the teacher's professional opinion, they are suitably prepared.

11.3 Examination Fees

Examination entry fees, accompanist fees and any other costs associated with examinations are not included in the tuition fees and remain the responsibility of the parent or adult student unless otherwise agreed.

11.4 Attendance and Preparation

Parents and students are expected to support regular lesson attendance, consistent practice and completion of any preparation required by the teacher to ensure the best possible examination experience.

11.5 Results and Certificates

The School is proud to celebrate students' achievements. Examination results and certificates are issued by the relevant examination board and are subject to that board's procedures and timescales.