**Terms and Conditions for Schools receiving services from ‘A Chance To Sparkle’**

1. Your school will receive music lessons through A.C.T.S Theatre Arts School from the date requested on your order form until the required notice has been given.
2. Your sessions will take place at the same time weekly as agreed with your A.C.T.S employee unless otherwise pre-agreed by both parties.
3. Your school will receive at least 36 weeks tuition each academic year unless otherwise pre-agreed by both parties.
4. A calendar of the school’s opening days for the year should be sent at the soonest opportunity to our music lessons team, this should include all planned TD days.
5. A quiet space will be provided by the school in which the sessions can take place with minimal disruption.
6. Neither the school nor the students’ families will be charged for any sessions which were not taught due to tutor illness or other unforeseen circumstances resulting in the tutor’s absence. The subsequent invoice will be adjusted to reflect this absence.
7. Any weeks in which the school does not wish to receive tuition should be stated **before** each term begins. Failure to do so will result in the school being charged for that session.
8. Refunds cannot be given for instrumental lessons missed due to pupil illness, absence without notice or unauthorised absence.
9. Lessons missed due to school trips will not be charged for if notice is given **before** the term begins but will be treated as an absence (see no. 7) if this notice is not given.
10. At least 4 weeks’ notice is required by both parties to cancel instrumental lessons – if less than this is given then you will still be charged for the lessons until the 4 week period has ended.
11. At least half a term’s (6 weeks) notice is required by both parties to cancel class sessions, orchestras and choirs. If less than this is given then the school will still be charged until the half term period has ended.
12. You will be charged £35 per hour for all class and choir services received in the academic year 2019-2020.
13. Fees for our instrumental lessons are always clearly stated on our website, please take note of these. A slight rise may be administered for each academic year and this will be detailed in writing before the July preceeding the academic year in which the change will take place. All parents/guardians who pay for these lessons will also be notified under the same terms.
14. All fees will be invoiced at the beginning of each term and should be paid on or before the due date by BACS where possible. You will need to contact us if you wish to pay by any other means.
15. If the school is closed at short notice due to inclement weather or other unforeseen circumstances, refunds cannot be given.
16. If you’re A.C.T.S employee is unable to attend due to inclement weather and the school remains open then a full refund can be given and your subsequent invoice will be adjusted to reflect this absence.
17. Any additional time required for services beyond the hours stated in this contract will be charged at £35 per hour in arrears and will be subject to availability.
18. Both parties should liaise regularly about the progress of the lessons ensuring the highest quality of teaching is provided at all times.
19. All queries regarding the services provided by us and our employees should be sent to our music lessons team at the email address below.

The best contact to use at all times is by email: [musiclessons@achancetosparkle.com](mailto:musiclessons@achancetosparkle.com)

*By all parties adhering to the terms as set out above we can ensure that all music lessons run smoothly, fairly and without confusion or conflict. We appreciate you taking the time to read these.*

**Mr Chris Turner.** …………………………………………………………………………………………………………….

**(Director, A.C.T.S – A Chance To Sparkle)**