

Winchester Academy of Modern Music Ltd. Terms & Conditions of Business

Thank you for showing an interest in your son/daughter learning to play an instrument through **Winchester Academy of Modern Music (hereinafter W.A.M.M.)**. At W.A.M.M., we provide a first-class music service offering a variety of instruments. Our lessons are more than just learning an instrument; they're about: Building confidence, inspiring creativity and nurturing a lifelong love for music. We look forward to being a part of your child's musical journey.

Please read the following **Terms and Conditions** carefully. By enrolling your child with W.A.M.M., you are agreeing to these terms and conditions.

Our Commitment to Quality. To maintain the highest standards of service, W.A.M.M. ensures that all staff members are: Properly qualified and appointed following a thorough process, including interviews, auditions, and enhanced **Disclosure and Barring Service (DBS)** clearance. Continuously trained on child protection, health and safety, and relevant industry developments. Expected to deliver lessons in accordance with the curriculum and values established by W.A.M.M. Required to attend regular staff briefings to support best practices and quality assurance.

1. Lesson Arrangements. Peripatetic Music Teachers: Lessons are conducted in **pairs for 20 minutes (1st choice)** or **groups of 3 for 30 minutes**. Individual lessons may be available on request (at a different fee). **Pupil Premium Funding:** If your child is eligible for funding, this will be arranged directly between W.A.M.M. and the school.

2. Lesson Schedule. Timing: Lessons are held during the school day. Where possible, we prioritise teaching **Years 5 & 6 in the afternoons** to minimise disruption to core subjects like English and Maths. **Grouping:** Pupils will be grouped based on year and ability. Groupings may change throughout the term if the teacher determines a better fit.

3. Instrument Provision. Requirement: Parents must provide a suitable instrument prior to the first lesson. **Instrument Hire:** Guitars and keyboards may be available for hire. Please contact us for availability and fees. **Recommendations:** Advice on suitable instruments can be found on our website. **Home Requirements:** Keyboard students must have access to a piano/keyboard at home. A keyboard will be provided during school lessons.

4. Practice Expectations. Consistency is key: We recommend **15-minute practice sessions, 4–5 times per week** to ensure progress and enjoyment.

5. Fees and Payments. Lesson Fees: Include: 36 lessons across the academic year. Access to the student portal. Music books. A progress report at the end of Term 1 and Term 3. **Payment Terms:** Invoices are issued in advance of each term. **Fees must be paid before the start of term;** failure to do so may result in lesson cancellation. Payments are to be made to: **Winchester Academy of Modern Music Ltd**

6. Termination of Lessons: To discontinue lessons, a **notice period of one full academic term** is required. Notice must be provided in writing via email to: admin@wamodernmusic.co.uk

7. Missed Lessons Policy. Student Absences: Full fees remain payable for all scheduled lessons, including those missed due to illness, school events, or trips. **Advance Notice:** Please email us to notify of planned absences, though this does not exempt you from payment. **Rescheduling:** Teachers are not obligated to make up for lessons missed by students. **Teacher Absences:** If a teacher is absent, the lesson will be rescheduled. Lessons falling on **INSET days or Bank Holidays** will also be rescheduled.

8. Force Majeure. W.A.M.M. shall not be held liable for any failure or delay in delivering services due to circumstances beyond our reasonable control. This includes, but is not limited to, natural disasters, pandemics, acts of war, school closures, fire, or major building damage (e.g. school burns down). In such cases, while we will do our best to offer alternative solutions, refunds or credits may not be issued.

9. Complaints Procedure. We are committed to delivering a high standard of service. If you have concerns: Please speak to your child's music teacher in the first instance. If the issue is unresolved, please email: admin@wamodernmusic.co.uk We aim to acknowledge all complaints within **5 working days** and provide a full response within **10 working days**. Unfounded or defamatory complaints made directly to the school without following this process may be considered a breach of this agreement.

10. Behaviour & Respect Policy. We operate a **zero-tolerance policy** for any form of abuse, aggression, or inappropriate behaviour toward our staff – by either students or parents/guardians. W.A.M.M. reserves the right to **immediately suspend or terminate tuition** for any student whose behaviour, or whose parent's behaviour, is deemed abusive, threatening, or persistently disruptive. This includes making repeated unfounded complaints, spreading misinformation, or attempting to influence school management in ways that harm our staff or organisation. No refunds will be issued in cases of termination due to misconduct.

11. Liability for Student Engagement. Our teachers are committed to engaging, encouraging, and supporting every student. However, W.A.M.M. cannot be held responsible for **students who choose not to participate, fail to practice, repeatedly miss lessons, or show little interest in progressing**. No refunds or rescheduling will be offered in such cases. Regular feedback will be provided, and parents are encouraged to support and motivate their child's musical journey. Thank you for your support and trust. We look forward to teaching your child.