

## **Terms & Conditions**

- The lesson agreement is entered into between the customer (Fee payer) and Forte Vocal Coaching Ltd
- Lessons are to be conducted at our business premises; Reeds Farm Estate, Roxwell Road, Chelmsford, CM1 3ST (unless explicitly stated by Forte Vocal Coaching Ltd)
- All correspondence regarding lessons; including, but not limited to; administration, examinations, lesson time changes and/or general queries must be directed to the owner; Jonathan Parkin either by email: jonathan@fortevocal.uk or by telephone: 07850 633 749
- Upon enrolment, you will be designated a specific teacher who will conduct the customers/ students lessons going forward. Forte Vocal Coaching Ltd reserves the right to change the designated teacher at any time. You will be notified of any changes to the customer/students designated teacher via email.
- In the absence of the customer/students designated teacher a competent replacement will be provided in place of the designated teacher.
- Teachers are contracted to 'Forte Vocal Coaching Ltd' and must not, under any circumstances be contacted by the customer or student regarding lessons outside of the remit of this agreement
- Forte Vocal Coaching accepts no responsibility for any items lost or damaged on our premises, whether it be in lesson or in our waiting area.
- Forte Vocal Coaching will at no time tolerate abusive or inappropriate behaviour towards other students or teachers. Should this happen the student will be excluded from lessons.
- Students will be chosen for examinations at the discretion of their teacher and is conditional to regular attendance of lessons. Pupils are expected to arrive on time and be ready for their lessons.
- Forte Vocal Coaching cannot be held responsible for any student outside of their allotted lesson time. All children must be supervised.
- Clients must use the customer car park at all times. Forte Vocal Coaching holds no responsibility for damage to, or theft of vehicles.

- As a matter of courtesy please advise if you or your child take additional lessons elsewhere. Forte Vocal Coaching are not liable for any injury related to singing, piano, guitar and acting if classes are taken elsewhere.
- Please advise if you or your child audition for any professional jobs/colleges/courses as we may be required to give a professional reference.
- Clients/parents/guardians must provide up to date emergency contact numbers, collect on time and fill in all registration forms to attend lessons. All medical conditions must be notified in writing.
- Forte Vocal Coaching does not accept liability for personal injury to any student attending lessons, with the exception of such injury being caused by negligence or default of any member of our staff.

### **Billing**

- Lessons are charged at a rate of £45.00 per hour.
- Clients may take either 30, 45 or 60 minute lessons.
- 36 lessons are to be delivered across an academic year.
- Lessons are charged via a monthly direct debit.
- The cost of 36 lessons is divided equally across a 12 month period; An example of payments can be found below.

| 30 minute lessons | 45 minute lessons | 60 minute lessons |
|-------------------|-------------------|-------------------|
| £67.50 per month  | £101.25 per month | 135.00 per month  |

### **Termination Of Lessons**

- One months notice must be given via email should a client wish to terminate lessons.
- Upon termination a calculation will be made to determine the number of lessons delivered compared to the balance of monthly payments made up to the point of termination. If there is a negative balance the outstanding amount will be due for collection via direct debit. An example of this can be found below.

| Name         | Lesson Duration | Lessons Delivered | Direct Debit Amount | Monthly Payments Made | Cost of lessons Delivered | Total Direct Debit Payments Made | Balancing Payment Due |
|--------------|-----------------|-------------------|---------------------|-----------------------|---------------------------|----------------------------------|-----------------------|
| Sandy Singer | 30 min          | 12                | £67.50              | 3                     | £270.00                   | £202.50                          | £67.50                |

### **Missed Lesson Policy**

- Clients/students will be given a regular recurring lesson slot.
- This slot then belongs to the client/student up to the point of cancellation.
- Lesson slots are available during academic term time only (unless explicitly agreed with the company director).
- All students are allocated two 'make up credits' per academic year. These are to be used if a student cannot attend a lesson. After these 'make up credits' have been used the client is liable for the cost of any missed lesson going forward.
- Forte Vocal Coaching will offer a zoom lesson in place of a face to face lesson if it helps a client avoid using a make up credit.
- A 'make up credit' lesson will be taught by any available teaching staff member and may not be with the clients/students regular teacher.
- Attendance of lessons under the control of Forte Vocal Coaching including but limited to tuition given off site and/or in any educational establishment, confirms that you agree to adhere to the terms & conditions contained herein.