

Terms and Conditions

City Piano Tutoring by Crystal Lee

Effective 1st September 2022

These terms and conditions form the basis of the contract between City Piano Tutoring and customers. Customers are subject to and agree to be bound by these terms and conditions. City Piano Tutoring (hereafter referred to as CPT) reserves the right to vary these terms and conditions at any time and without notice. Any decision made by the Director (Crystal Lee) arising from the terms and conditions shall be final.

By using this site and/or scheduling as well as paying for one of the services offered via www.citypianotutoring.com, via e-mailing Crystal Lee at citypianotutoring@gmail.com or by communicating with Crystal Lee by any other means you are attesting that you have full read this legal disclaimer and terms and conditions. Furthermore, you are claiming that you understand and willingly enter into, agree and accept the following:

LESSONS AND PAYMENT

1. Payment is invoiced monthly except the first lesson. Payment can be made by cash or bank transfer and payable in advance.
2. Except for the first lesson, minimum commitment is 1 lesson per week.
3. With the exception of trial and consultation lessons, a Private Teaching Contract will be signed by the student and the teacher.
4. For piano accompaniment services, all fees incurred for the preparation of the musician's performance (i.e. all scheduled rehearsal sessions and piano accompaniment service on the day of performance) must be paid in full on the day of the first rehearsal session. Once the piano accompanist is committed to the musician's performance, all fees are non-refundable.
5. Lesson fees are subjected to an annual review. Where lesson fees are increased as a result of such a review, CPT shall give the student at least 1 month's notice of such increase. The student shall have the right to terminate any signed contract

on sufficient written notice (1 week) in the event that the applicable lesson fees increase.

MISSED LESSONS

Any lessons missed by the student shall be paid for unless agreed with CPT. If CPT is unable to give any scheduled lesson, the lesson will be carried forward to another date. If this is not possible, any fees already paid will be refunded or used to pay for a future lesson.

CHANGE OF LESSONS

1. Students are required to give at least 48 hours notice for any change of arranged lessons due to special circumstances (e.g. school event, student's own scheduling conflict). Exceptional circumstances please refer to "General (4)". A make-up lesson will be arranged provided that a minimum of 48 hours notice has been received from the student or parent/guardian.
2. Students are required to notify CPT as soon as possible if the change of lesson needs to be made on the day due to illness/injury in order to arrange a make-up lesson.

ADDITIONAL LESSONS

Extra lessons may be scheduled during holiday periods or at any other time by mutual agreement and at a cost mutually agreed between the student and CPT.

PIANO ACCOMPANIMENT

CPT offers piano accompaniment for music exams, music festivals and competitions. Tailored price of rehearsal sessions and piano accompaniment performance will be given according to repertoires and travel expenses.

1. Rehearsal session normally takes place at the CPT studio unless requested otherwise.
2. A minimum of 2 rehearsal sessions needs to be booked before the actual performance.

3. All fees incurred for the preparation of the musician's performance (i.e. all scheduled rehearsal sessions and piano accompaniment service on the day of performance) must be paid in full on the day of the first rehearsal session.
4. For arranged rehearsals and piano accompaniment services, any fees paid are non-refundable due to the piano accompanist's time and commitment to the musician's performance.
5. The same terms and conditions apply to piano accompaniment services between the piano accompanist and customer.

CANCELLATION POLICY

1. Students have the legal right to cancel a signed lesson contract within 14 days ("the cooling off period") under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. The cooling off period starts from the date of the contract and ends 14 days later.
2. If students decide to cancel the contract during this cooling off period, they will need to inform CPT and be reimbursed all payment received from them. CPT will make the reimbursement without undue delay, not later than 5 days after the day on which CPT is informed about the student's decision to cancel the contract. CPT will make the reimbursement using the same means of payment as the student used for the initial transaction, unless the student has expressed agreement otherwise. In any event, students will not incur any fees as a result of the reimbursement. If students requested to begin the performance of services during the cancellation period, they shall pay CPT for the lessons provided.
3. For trial lessons/ consultation lessons: to withdraw, or to cancel any arranged trial/consultation lesson(s) after the cooling off period, 48 hours of written notice must be given. In the event that the student/client discontinues booked lesson(s)/rehearsal(s)/piano accompaniment services after the cooling off period with insufficient notice (less than 48 hours), the student will be liable to pay fees for those lessons not taken during the notice period.
4. For arranged rehearsals and piano accompaniment services, any fees paid are non-refundable due to the piano accompanist's time and commitment to the musician's performance.
5. For Series of lessons (e.g. weekly/twice a week, etc): to withdraw, or to cancel any

arranged series after the cooling off period, at least a month of written notice must be given before the end of a Series. Such termination will take effect at the end of a Series and not at any other time. If students stop attending lessons while a Series is ongoing, the student (or the parent/guardian) is not entitled to a refund of any fees paid for that series.

6. Tuition may be withdrawn in the event of disruptive or anti-social behaviour by either the pupil or parent/guardian/carer, poor attendance or failure to practise.

COMMITMENT

By accepting a CPT place a student agrees to:

1. attend lessons regularly
2. undertake the required practice and preparation between lessons
3. behave in a responsible and courteous manner at all times

Health and Safety regarding Covid-19

Students will be informed by emails or other forms of communications from CPT regarding the most up-to-date teaching policy regarding covid-19.

COMMUNICATIONS

If advice is needed or problems occur, students or parents/guardians (for students under 18 years old) are asked to contact CPT on 07543 098107, or e-mail citypianotutoring@gmail.com in the first instance.

GENERAL

1. CPT is not responsible for fetching or escorting students to and from lessons.
2. At all times, responsibility for students during and outside actual lesson/session time lies with the students themselves or parents/guardians/carers.
3. CPT does not accept liability for loss of or damage to students' personal

possessions.

4. Students, or parents/guardians agree to provide music scores and accessories as required, and to pay any tuition fees and examination fees.
5. Neither party shall be liable to the other party for any breach by the other of any of the terms and conditions herein occasioned by any act of war, revolution, riot, civil disturbance, strike, lock-out, flood, fire or other cause not reasonably within the control of such party.
6. Examinations, festivals, competitions or otherwise will only be entered if the student and teacher are in agreement. Any fees incurred will be paid by the students or parents/guardians.
7. In the interests of the student's well-being whilst in the teacher's care, CPT must be informed of any medical or other condition affecting the student.
8. If the student is under 18, the student's parent or guardian gives permission for the teacher to teach the student.
9. The teacher is a member of the Incorporated Society of Musicians, 4-5 Inverness Mews, London W2 3JQ, T: 020 7221 3499, www.ism.org.
10. CPT reserves the right to change the terms and conditions at any time and without notice.