**The Online Music School UK**

**Terms and Conditions**

**The terms and conditions described below for The Online Music School UK are agreed to upon purchase of all our services and may be subject to change at any time without notice to the student. Our terms of business are available at any time on our website (theonlinemusicschool.co.uk) and can be provided upon request via email at** [**contact@theonlinemusicschool.co.uk**](mailto:contact@theonlinemusicschool.co.uk)**.**

**The agreement to the Terms and Conditions that are made upon purchasing our services will continue monthly until a course expires or until The Online Music School UK are notified of cancellation by the student.**

**Products and payments:-**

**Guitar / Vocals weekly sessions:**

* The monthly cost for Guitar / Vocal sessions is £120 a month and this is based on weekly 30 minute online 1 to 1 sessions with one of our professional tutors.
* The student’s first monthly fee is taken upon enrolment, and this payment will repeat monthly until The Online Music School is informed of cancellation by the student.
* These monthly payments will be taken automatically as part of the student’s subscription.
* The Online Music School UK uses Stripe via Webador for all payment processing.

**Novice 2 Maestro courses:**

* The Novice 2 Maestro 6 month course cost is £997.00 and collected in a one-off payment upon enrolment. This cost covers weekly 1 to 1 30 minute sessions, monthly 1 to 1 30 minute Maestro sessions, plus unlimited access to our Student Portal, which is only available to Novice 2 Maestro enrolled students.
* The ‘Novice 2 Maestro’ courses are specific courses designed by The Online Music school, and are tailored to the student’s ability and development rate. The student’s work ethic ultimately determines the rate at which they develop and are they are therefore ultimately responsible for achieving their goals.

**Missed sessions (The following applies for both weekly sessions and courses):-**

* It is the sole responsibility of the student to inform the The Online Music School UK of any sessions they will miss. This must be done at least 24hrs prior to the missed session and can be done via email to contact@theonlinemusicschool.co.uk.
* If informed prior to 24hrs, sessions can be re-arranged for a more appropriate time for the student or double sessions (1 hour sessions) can be facilitated if The Online Music School timetable permits.
* Refunds will not be issued for sessions missed without 24 hour notice.
* If, for any reason, the tutor has to re-arrange a session, an alternative time will be provided.

**Privacy:**

* Upon enrolment to The Online Music School UK, we will collect the following information from students: Name/DOB/Address/email address/contact telephone number/payment details, in order to provide our services sufficiently.
* Data will also be collected when enquiring about our services and this will consist of Name, DOB, email address, contact telephone number.
* This data will be stored on our student database indefinitely for ongoing use and statistical purposes unless the student requests that they be destroyed.
* In accordance with the General Data Protection Regulations, these details will not be passed to any 3rd parties.
* Details such as name of student and services purchased may be passed to HMRC for tax purposes.

**Cancelling:**

* For our Novice to Maestro 6 month courses, payment will be taken in full upon enrolment and **no refunds will be issued if the student requests to cancel at any time during the 6 months.**
* In order to cancel monthly session subscription, the student must give 28 days’ notice (4 weeks) to terminate the subscription. This can be done by emailing us at **contact@theonlinemusicschool.co.uk.**be

**Contact information:-**

* We will contact you via email, social media, WhatsApp and SMS in order to facilitate courses and arrange sessions.
* We may contact students for marketing purposes; however this can be opted out of at any time at the request of the student.
* **Email:**  [contact@theonlinemusicschool.co.uk](mailto:contact@theonlinemusicschool.co.uk)
* **Website:**  www.theonlinemusicschool.co.uk
* **Office Address:**

The Online Music School UK

86-90

Paul Street

London

EC2A 4NE

© The Online Music School, 2023. All rights reserved.