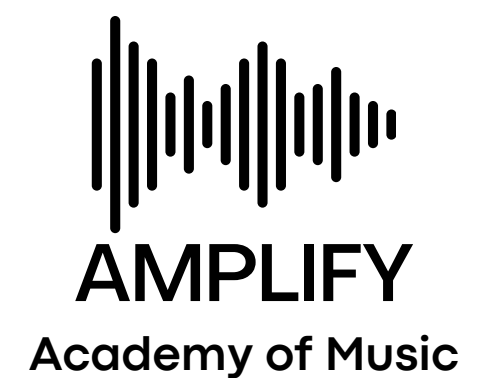


TERMS OF SERVICE



PARENT/GUARDIAN NAME

HOW WE COMMUNICATE WITH YOU

- We communicate by email, phone and sometimes by message. Please make us aware of any changes to your contact details to ensure you do not miss any important announcements. We will never pass your details on to a third party. With your consent, we would like to add your mobile number to a whatsapp group of other parents in your child's class. Please tick this box above to give us permission to do so.

TERM DATES & HOLIDAYS

- Our academic teaching year runs for 45 weeks of the year. The academy will close for 2 weeks at winter, two weeks in spring, one week in October and two weeks during the summer. These breaks run in line with the school holidays.
- A list of term dates will be issued each August at the beginning of each teaching year and can also be found on in your My Music Staff portal 'shared resources folder'.

HOW WE CALCULATE OUR FEES

- Monthly membership fees include weekly 1-hour group lessons, curriculum, software, insurance etc.
- The second hour of workshops are subsidised by the Academy. Workshops are optional and are offered as an additional free benefit to members. They do not make up any part of membership fees. If you do not attend workshops, membership fees do not change.
- Customers make one single monthly payment of £108 (this is inclusive of VAT)
- $£24.00 + £4.80 \text{ (VAT)} \times 45 \text{ (teaching weeks)} / 12 \text{ months} = £108 \text{ per month.}$
- Payments of £108 are payable 12 months of the year.

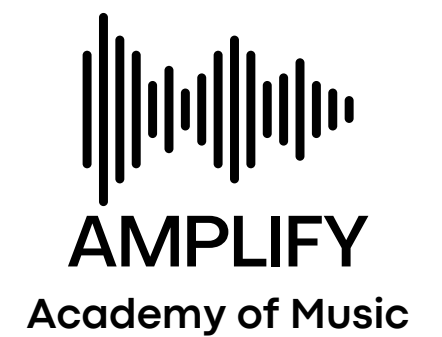
JOINING OUR CLUB & REGULAR PAYMENTS

- **Securing Your Child's Place:** To secure your child's place, we require payment for the first month of lessons
- **Monthly Autopay:** Regular payments for lessons are collected automatically from the card details you provide during registration and are collected on the 27th of each month. If this date really doesn't suit, you can request to change it by emailing the office - office@amplifymusicacademy.co.uk
- **If a Payment Fails:** Payments fail from time to time for various reasons. If this happens, you will receive notifications via email and SMS from MyMusicStaff. You'll have a 48-hour grace period to settle the account by clicking the PAY NOW link in your invoice. If the account hasn't been settled within 48 hours, or you haven't informed the office about your circumstances, a late fee of £15 will be added to your account.
- **Financial Difficulties:** We understand that situations change, including financial ones. If you encounter financial difficulties, please talk to us, we will be happy to try to work out a solution.
- **Pausing Lessons:** In the event that an account falls into arrears, Amplify Academy reserves the right to pause lessons and/ or terminate this agreement. In the event that an agreement is terminated due to arrears, then 4 weeks of lessons will be added to the account for payment.
- **The first 12 weeks of learning:** If you choose to leave the academy before the completion of the 12-week period, you will still be liable to pay for any outstanding lessons up to the 12-week period, regardless of whether you attend them or not. This notice period is essential to allow us to make necessary adjustments for your child and to provide any additional support as needed.

ATTENDANCE & ABSENCES

- **Attendance:** To make the most of our programme, we recommend a minimum of 90% attendance throughout the teaching year. Attendance is recorded weekly.
- **Absences:** All lessons in our academic teaching year are billable whether your child attends a class or not.
- **Special Circumstances:** We understand that unforeseen circumstances may arise. If this happens, please talk to us and we'll work together to find a suitable arrangement.
- **Tutor Illness:** In the event of a tutor's illness or circumstances arise out with our control that prevent us from delivering a lesson, we will let you know at our earliest opportunity, credit your account, and do everything we can to ensure the children's learning is not impacted.

TERMS OF SERVICE



ENDING LESSONS WITH US

- **Rolling Agreement:** The lesson agreement with Amplify Music Academy continues into each new month and year without interruption, unless you give us notice to end lessons in accordance with the due process.
- **Cancellation Policy:** If you wish to end the lesson agreement, following the initial 12 week period, you are required to provide 4 weeks' written notice by emailing the office email address. The office will then inform you of the student's last lesson date. The four-week notice period refers to four weeks of lessons, not 4 calendar weeks. We always encourage students to attend their last 4 lessons, however, if you choose not to attend then the last 4 weeks of lessons are still billable lessons.
- **Billing during Notice Period:** While we encourage students to attend the four-week notice period, it's important to note that if they choose not to attend, those 4 lesson weeks of lessons are still be billable.
- **Returning Materials:** At the last lesson, we kindly ask you to return any loaned instrument (if applicable).
- **Account Credits:** Any paid lessons scheduled after the last lesson date will be credited to your My Music Staff account and deducted from your final invoice.
- **Notice Confirmation:** Verbal notice given to the tutor will not be acted upon, and it's not considered sufficient unless confirmed in writing to the office by the student/parent.
- **Exceptional Circumstances:** In rare cases where there is damage to AAM property or harassment of our staff by the pupil, we reserve the right to cancel the student's lesson with no notice, credit, or refund for any outstanding lessons.

PHOTOGRAPHY & FILMING

- We take pride in celebrating our students' achievements, and we believe that sharing their successes on our social media channels can be inspiring for others. By checking the box above, you grant us permission to share film or still photographs of students to showcase their hard work and dedication.

INSTRUMENT LOAN

- Students can borrow a guitar from us for up to 3 months free of charge. After 3 months we may ask for the guitar to be returned so it can be given to another beginner student.
- Loan guitars can be bought from us, price dependant on model
- Please note that any damage or breakages of loaned instruments must be covered by the parent.

CHANGES TO TERMS OF SERVICE

These Terms of Service described above are agreed to upon enrolment and may be changed at any point by AMS without providing notice to the parents. Any updates to our terms of service will be sent to you by email. A copy of the Terms and Conditions will always be available on our website and MyMusicStaff portal and can be emailed to you on request.

REACH OUT TO US

Office Phone/WhatsApp 07808 574735

Office Email: office@amplifymusicacademy.co.uk

A handwritten signature in black ink that reads "Chris McColgan".

Chris McColgan
CEO Amplify Music Academy

