

Panatonic Ltd. trading as Vivace Music School

TERMS & CONDITIONS as at 08/11/2024

By enrolling your Child at Vivace Music School, you accept these terms and conditions (“Terms & Conditions”) and sign your agreement to them as an ongoing agreement between you and Vivace Music School (“Agreement”).

The Agreement is made between the parent/ guardian (“Parent/ Guardian”, “you” or “your”) of each enrolled student (“Child”, “Student” or “Pupil”) by a Parent/ Guardian and Panatonic Ltd trading as Vivace Music School (“Vivace Music School”, “Vivace”, “we”, “our”, “us”) and is valid at all times while the Student is enrolled on any Vivace Music School activity and until such time as written notice is given in accordance with these Terms & Conditions.

For participation of a Child in any of our music classes (“classes”, “physical classes”, “online classes”), all Parents/ Guardians are required to consent to these Terms & Conditions by signature or by ticking the acceptance box for these Terms & Conditions when submitting an electronic registration form, and/or when paying for classes online. We may update these Terms & Conditions from time to time.

1. Enrolment

Registration is required before attending the first class for insurance and administrative purposes. Bookings for new pupils are made via our website at <https://www.vivacemusicsschool.co.uk/book>.

Re-registration for continuing pupils for the start of the academic year is made through our website at <https://www.vivacemusicsschool.co.uk/login-register>

All applications for tuition are responded to and we will endeavor to provide tuition immediately. However, where this is not possible, names are added to our waiting list until a space becomes available.

Free Trial Class: All new pupils (pupils who have not previously attended any classes by Vivace Music School) are offered one free taster session, unless they opt into a different, time-limited, promotion that is running at the time of their booking.

During booking, you can choose to opt into a trial. Our booking provider Pebble will collect your payment details during booking, and your confirmation email will include a cancellation option. If you decide not to continue, you can cancel via the email link provided. Cancellation must be done by the end of the day before the first paid session; otherwise, the remaining sessions in the block will be charged. Payment will process the day before the first paid session.

2. Fees

Fees are payable termly in advance before or at the first class of each term. Fees received later than a week into the current term (date to be published on a termly basis) will incur an additional admin charge of £6.50 per term.

Card payments are accepted via our booking platform provider Pebble at the time of booking the first class, the payment facility on invoices issued by us (continuing students) or by bank transfer to the following bank account, quoting your child's name as the reference: Panatonic Ltd T/A Vivace Music School, Sort Code 08-92-99, Account number 69842490.

When enrolling for our September classes, a £15 non-refundable deposit is payable in order to reserve your Child's place in a particular class, which will be credited against the autumn term's fees.

Classes are subject to minimum numbers; if a class that has been advertised does not receive the minimum number of applications, we will endeavor to find a suitable alternative for your child. If no alternative class can be found, we will refund the full amount that has been paid.

3. Withdrawal

Vivace Music School commits to your Child from their first lesson with us for as long as they continue to benefit from lessons (at least to upper primary). Your Child's place is confirmed and reserved in the same class for the rest of the current academic year. Unless we hear from you to the contrary in advance, we will assume you require the place for the entire academic year. If you need to stop for any reason, please note that we require six weeks' advance notice in term-time in writing. *(Please note that it is not enough to just tell the class teacher verbally, and holiday weeks do not count towards the six weeks' notice).*

If you do not return from one term to the next (i.e. after the Christmas or Easter holidays) and do not adhere to the notice period of six weeks, payment in lieu of notice for the first six (6) lessons of that term will be required.

4. Cancellation

Refunds for missed classes for reasons such as (but not limited to) sickness or holidays are not available. Occasionally, classes may be covered by another teacher. In the event that teachers have to cancel lessons, we will either, at our discretion, offer you a physical class or an online class in lieu, or give you a credit against the next terms' class (if the cancellation takes place during the summer term and a replacement class, physical or online, cannot be offered, we will give you a refund for the missed class).

Please note: if physical classes must be cancelled due to new government regulations regarding the Coronavirus pandemic, scheduled classes will continue online for the remainder of the term. In this event you will receive a partial credit against future classes, or (at our discretion) a partial refund, to reflect the lower cost of the online classes. We understand that online classes may not be a suitable alternative for younger children, so for children in the baby, toddler and preschool bracket (i.e. children that have not turned 4 by the 1st of September of the relevant academic year) we will offer you a credit against physical classes for when physical classes resume, or, at our discretion or the if cancellation takes place during the summer term, a refund for the missed classes.

5. Data Protection

We collect, store and process information you provide us with for the purpose of administration, research and the provision of teaching services, in line with our Privacy & Data Protection Notice and our Website Data Protection & Cookie Notice (both available on our website), in compliance with GDPR (“General Data Protection Regulation”). We will contact you from time to time with relevant information regarding your Child’s music tuition by email, phone or other reasonable means. By signing our enrolment form you are deemed to consent to the use of such Personal Information for the above purposes.

6. Terms & Conditions

Parents/ Guardians and Pupils are subject to all terms and conditions that have been laid down by Vivace Music School. Vivace Music School reserves the right to amend the terms and conditions where appropriate.

Last updated 08/11/2024

Panatonic Ltd. trading as Vivace Music School

Registered at

Knoll House

Knoll Road

Camberley

Surrey

GU15 3SY

Tel: 07553 416347

www.vivacemusicschool.co.uk

info@vivacemusicschool.co.uk