

1-1/2-1 LESSONS - TERMS & CONDITIONS

The following terms and conditions relate to in-person and online lessons for singing and piano as well as any other instruments offered by our coaches:

LESSON PRICES:

1-1 LESSONS (1 student)		2-1 LESSONS (2 students)		SIBLING DISCOUNT
30 minutes	£20	45 minutes	£35	10% Discount
45 minutes	£29	60 minutes	£45	Only on 1-1 Lessons
60 minutes	£35			

BOOKING LESSONS / LESSON CONFIRMATIONS

- Lessons can be booked via phone, text, email or in person direct with your Coach
- Students that have a regular lesson slot, the lesson is booked and confirmed henceforward unless stated otherwise by student, parent or coach
- Students that have ad-hoc lessons, lesson is confirmed when coach sends confirmation text or email
- If Coaches choose to send text reminders for lessons they hold no relation to cancellation policies

INVOICES, PAYMENTS & LATE PAYMENT FEES

- You will receive a monthly invoice from your Coach the last week of each month confirming all lessons for the upcoming month
- Payments made preferably via BACS. If you would prefer to use a different payment method please speak directly with your Coach
- Payment to be made IN FULL before first lesson of each month. (Before each lesson for ad-hoc lessons)
- Payments not made 7 days after lesson will incur £5 late fee. Additional £5 late fee will be added every 7 days thereafter until payment is made. Total late fee will be added to following monthly invoice. (Updated invoice will be sent every 7 days for ad-hoc lessons)
- If payment is not made after 6 weeks with no contact/explanation from student/parent, Vocademy holds the right to start legal proceedings.

CANCELLATION POLICIES 1, 2, 3, 4 & 5

1. No Show

- If you have a lesson booked and confirmed and do not cancel and do not attend this will result in the full lesson fee being charged
- The session will be logged as a cancellation in the appropriate standard or summer holiday cancellation policy

2. Less than 24hrs

- Cancellation at less than 24hrs will result in the full lesson fee being charged.
- Applied all year round
- The session will be logged as a cancellation in the appropriate standard or summer holiday cancellation policy

3. Standard cancellation policy (including bank holidays and half terms):

Cancellations with notice of any length of time over 24hrs are logged on a rolling basis per 6 previous lessons. Cancellation fees are as follows:

- 1st Cancellation No charge
- 2nd Cancellation Half lesson fee
- 3rd+ Cancellations Full lesson fee

Please note:

- This policy excludes summer holidays. When lessons resume after summer holidays, lessons prior to summer holidays are included in the rolling 6 lesson basis
- The last 2 weeks of the year are NOT included in the cancellation policy due to Christmas and New Year
- If a student requests to reschedule a lesson it is at the Coaches discretion, if the lesson cannot be rescheduled it is classed as a cancellation

4. Summer holidays cancellation policy (whether student is a child or adult):

- Partially cancelling lessons for school summer holidays with notice of any length of time over 24hrs:
 - 1st & 2nd Cancellations No charge

- 3rd & 4th Cancellations 30% lesson fee charged
- 5th+ Cancellations 60% lesson fee charged
- Cancelling lessons for the entirety of the summer holidays results in the student forfeiting their lesson slot unless they opt to pay the above cancellation fees
- If a student requests to reschedule a lesson it is at the Coaches discretion, if the lesson cannot be rescheduled it is classed as a cancellation

5. Sickness

Sickness cancellations at any length of notice are logged within a rolling 3 month period. Cancellation fees are as follows:

1st & 2nd Cancellation	No charge
3rd & 4th Cancellation	Half lesson fee charged
5th+ Cancellations	Full lesson fee charged

Charges for prolonged cancellation due to sickness is at Coaches discretion

COACH LESSON CANCELLATION

- Whether lessons run during Bank Holidays, Half Terms and Summer Holidays is at Coaches discretion, please seek confirmation from your Coach.
- If Coach is not teaching at any time this is not included in cancellation policies and invoice will be amended appropriately
- If Coach confirms they are available for lessons cancellation policies apply.

BULK LESSONS & GIFT VOUCHERS

We do not offer discounts for bulk lessons but any pre-paid lessons and gift vouchers must be used within 6 months of date of payment

SAFETY PROCEDURES SUCH AS COVID-19/WEATHER

If Vocadoemy or their Coaches are putting safety procedures in place, Vocadoemy and/or your Coach will contact you to confirm, dependant on the reason for the safety procedure.

STUDENT EQUIPMENT

Students are expected to bring any current sheet music, lyrics, chords, tab etc to lesson as well as a notebook/phone for revision notes.

DBS CHECK

All Vocadoemy Coaches hold current enhanced DBS Checks.

Please feel free to contact either your Coach or Vocadoemy (at info@vocadoemy.co.uk) if you would like to see a copy of any Coaches DBS Certificate.

MONTHLY NEWSLETTER

By signing you are also subscribing to our monthly newsletter which has all the information about upcoming events at Vocadoemy and how to register. We highly suggest students/parents subscribe so student's don't miss opportunities at Vocadoemy.

OPT OUT - Should you wish, you can opt out of subscribing when agreeing to TnCs via our website

CONTACT DETAILS

07368 631715 / info@vocadoemy.co.uk / www.vocadoemy.co.uk

TO BE AGREED VIA THE "TnCs FORM" AT www.vocadoemy.co.uk/termsandconditions

Please don't hesitate to contact us with any questions. We look forward to working with you!!

**Vocadoemy Terms and Conditions are subject to change. At least 4 weeks notice will be given in such instance*