



Harrogate Music School

Terms & Conditions

Effective from 1 July 2026

Welcome

Thank you for choosing Harrogate Music School.

Our aim is to provide a welcoming, reliable and enjoyable musical experience for every student. These Terms & Conditions help us manage teaching schedules fairly, protect teachers' time and ensure the smooth running of the school.

By enrolling in tuition or participating in any Harrogate Music School lesson, ensemble, class or course, students and their families agree to these Terms & Conditions.

1. Payment

- Tuition fees are payable in advance.
- Invoices for each term are sent by email before the start of the term (unless otherwise agreed) and are due within **7 days** of the invoice date.
- Lessons and activities may be suspended if payment has not been received before tuition begins.
- Our preferred payment methods are **bank transfer** or the **Stripe payment link** included with your invoice.
- A one-off **registration fee of £16.50** is added to the first invoice for each new student or family.
- **If payment remains outstanding 7 days after the invoice due date (14 days from the invoice date), a late payment charge of £16.50 will be added to the outstanding balance.**
- If you are experiencing difficulties making payment, please contact us as soon as possible. We are always happy to discuss a solution before late payment charges are applied.

2. Missed Lessons and Sessions

Individual Lessons

- Please let your teacher know as soon as possible if you are unable to attend a lesson.
- Lessons cancelled with at least **24 hours' notice** may be rearranged or credited to a future invoice, subject to teacher availability.
- Lessons cancelled with **less than 24 hours' notice**, or missed without notice, will be charged as normal.
- Students may reschedule **up to three individual lessons per full school term**, provided at least **24 hours' notice** is given. Any additional missed lessons will be charged at the normal lesson rate unless exceptional circumstances apply.

Ensembles, Groups and Classes

- Fees remain payable whether or not a student attends.
- Missed sessions cannot be refunded or rearranged.

Teacher Cancellations

If a teacher needs to cancel a lesson or session, Harrogate Music School will either:

- rearrange the lesson within the current invoiced period where possible; or
- credit the lesson to a future invoice.

Unexpected Closures

If Harrogate Music School is unable to operate due to circumstances beyond our reasonable control (for example severe weather or building closure), we will make every reasonable effort to provide an alternative lesson, rearrange the session or issue a credit where appropriate.

3. Ending Tuition

To stop individual tuition:

- Please provide **four teaching weeks' written notice** to both your teacher(s) and the Director.
- Notice applies during normal teaching weeks only and does not include school holidays or periods when Harrogate Music School is closed.

If sufficient notice is not given, a cancellation charge equivalent to **four consecutive lessons** at the student's usual lesson rate will apply.

Students are welcome to attend lessons during the notice period or donate them to support trial lessons for new students.

Leaving an Ensemble or Group

Students wishing to leave an ensemble or group should notify us before the next invoiced term.

Membership will end at the conclusion of the current paid term.

Refunds cannot be given for unused sessions.

4. General Terms

- Discounts are offered at the discretion of Harrogate Music School.
- Fees are reviewed annually and, where necessary, revised from **1 July**.
- Refunds are not available for ensembles, classes or group activities except where required by law.
- These Terms & Conditions may be updated with at least **30 days' notice**.
- Harrogate Music School, Harrogate Grammar School and Rossett School cannot accept responsibility for any accident, injury, theft, loss or damage occurring on the premises.
- For safeguarding reasons, adults are **not permitted inside Harrogate Grammar School before 5.00 pm**. Parents and carers should wait outside where teachers will collect and return students.
- Lessons, rehearsals, concerts and classes may occasionally be photographed or filmed for promotional purposes. Please let us know in writing if you do not wish your child to appear.

Lesson Cancellation Guide

Situation	Notice	Charge	Outcome
Individual lesson cancelled	24+ hours	No	Rearranged or credited (subject to availability)
Individual lesson cancelled	Less than 24 hours	Yes	Lesson counted as taken
Ensemble or class missed	Any notice	Yes	No refund or replacement
Teacher cancels	N/A	No	Rearranged or credited
Leaving an ensemble	Before next invoiced term	No additional charge	Membership ends at end of current paid term

Thank You

Thank you for being part of Harrogate Music School. We look forward to supporting your musical journey.