



8. Guidance Notes

1. 24 hours notice is required for any re-arrangement of appointments to take place. This includes cancellations. If a student fails to meet his/her booked lesson, **the full lesson fee** will be charged. A request for payment will automatically be sent to you for payment prior to your next lesson. This cancellation policy should be adhered to mandatory and we reserve the right to refer the matter to our debt collection agents whose fees will be added to and payable with any outstanding debt.

2. Progress Music Academy does not follow any academic year. You should therefore attempt to attend any lesson you have booked with your assigned teacher. If the teacher provided by us is unavailable to give any scheduled appointment, the appointment will be carried forward to another date. If this is not possible, any fee already paid will be refunded or used to pay for a future appointment. For the avoidance of doubt, 24 hours notice is required for any re-arrangement of appointments to take place.

3. Any Music, books and accessories required by the student in order for scheduled lessons to take place are provided by Progress Music Academy. However from time to time we may ask that the Student purchase a relevant piece of music and/or book in order to further their progress. Any such costs are the responsibility of the Student and/or Parent/Guardian.

4. The Student and/or the Parent/Guardian will be responsible for any loss or damage incurred to any instrument, accessory or music loaned by Progress Music Academy to the student such items will be returned on request.

5. It is illegal to make unauthorised copies of music on any media. This applies to notes and manuscripts supplied by Progress Music Academy during the lessons undertaken by the student.

6. The student will not enter any music examination and list the details of Progress Music Academy or any member of its team where such details are required without prior consent being given. The consent of Progress Music Academy will not be unreasonably withheld. Progress Music Academy will not enter any student for any music examination without the approval of the Student and/or the Student's Parent/Guardian (where applicable.) Any entry fees for examinations will be paid for by the Student and/or Parent/Guardian.

7. In the interests of the student's well being whilst in the care of Progress Music Academy, we ask that you inform us of any medical or other condition affecting the student.

8. All teachers provided by Progress Music Academy are CRB checked and fully insured for public liability.

9. It is important to note that whilst Progress Music Academy will use all reasonable endeavours to ensure the student makes satisfactory progress, this cannot be guaranteed. In particular, careful and regular practise as advised by Progress Music Academy is a prerequisite of success on any musical instrument.

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