

TERMS AND CONDITIONS

We want the relationship we have with you to be perfect. That is why we think it's important to set out our commitment to you and your commitment to us from the outset so we know what to expect from each other! These terms and conditions are subject to change.

Bookings, timings and Cancellation of lessons

1. All lessons must be booked via the MK Guitar School website and are not confirmed until the student is in receipt of a confirmation email except in the case that the student has a standing booking repeating each week
2. In the event that a lesson booked online cannot be honoured, MK Guitar School will contact the student with 48 hours of the booking to suggest an alternative date.
3. In the event that the website booking system is unavailable, bookings may be made directly with MK Guitar School via email to mkguitarschool@hotmail.com or by contacting your MK Guitar School teacher
4. Bookings may be made during your scheduled lesson by your teacher
5. Lesson received as gifts, including gift boxes, masterclasses and individual PAYG sessions must be redeemed within 9 months of issue. For each gift box sold, an evening slot will be kept free for 6 weeks from the date of issue. Failure to contact us and redeem the lessons may mean that that slot is allocated elsewhere. In the event that we don't have a suitable time slot available for you to commence lessons, you will be given priority on a waiting list and contacted when available slots open up
6. Inductions must be held during the week (Monday to Friday) and not at weekends. Deposits for these induction sessions are required to be made via the website at the time of booking and are refunded when a client makes a lesson booking. In the event that a lesson is not booked, the induction fee becomes non refundable
7. Student cancellations for lessons booked must come no later than 48 hours before the lessons scheduled start time. Cancellations made after this time will result in that lesson being charged
8. Should MK Guitar School need to cancel your lesson, we promise to give you at least 24 hours notice. If we cancel later than that, your next lesson will be free of charge.
9. MK Guitar School reserves the right to terminate lessons indefinitely due to consistent absenteeism, bad behaviour or behaviour that affects the progress of other students or any other reasonable cause. In this case, a refund may be offered at the discretion of the studio.
10. When cancelling your lessons, you must also cancel the direct debit with your bank or building society to stop future payments being taken.
11. Verbal abuse from parents/students will always result in instant termination of lessons without refund.
12. Should MK Guitar School need to close due to circumstances outside of our control (staff sickness etc) we will let you know as soon as possible and offer an alternative date and time for your lesson. You will not lose a lesson from your block
13. Blocked lessons booked must be taken within 6 weeks. This means if you book a block of 4 lessons and that block extends over 6 weeks, a new block will need to be booked should you wish to continue as the previous block will have expired. This excludes holiday times during which your block will be paused!

Fees and Payments

14. Current fees are as follows: Block lessons of 30 minutes £21.25 (x4) Block lessons of 60 minutes £30 (x4) PAYG lessons £25 / 30 minutes, £35 / 60 minutes, Inductions £15
15. Fees for PAYG lessons are payable either in advance at the time of booking on the website, or immediately after your lesson - whichever is best for you
16. Fees for blocks of lessons are payable before the first lesson. Standing bookings are unconfirmed until payment for the block are made
17. Payments are made via Direct Debit facilitated by GoCardless.
18. The fee for your lesson or block of lessons will be made clear to you at the time of booking.
19. Unfortunately, even we are not immune to inflation! This in mind, lesson prices may vary between sites or over time. The price of your lessons will not change during a block.
20. Should we need to increase your lesson fees, we will give you at least one month's notice of this and will justify the increase on request.
21. Payments for block extensions must come BEFORE the last lesson of your current block to maintain your standing booking. If payment doesn't come before your last lesson, your lesson slot may be offered to someone else to ensure continuity in the diary.
22. Lesson slots, including long standing bookings, are not guaranteed until payment is received which means you may lose your regular slot if payment is late. Please speak to your teacher if you need to extend a payment deadline
23. Gift certificates may be purchased to exchange for individual lessons, blocks of lessons, masterclasses or guitar workshop classes
24. Gift certificates are valid for 6 months from the date of issue unless otherwise specified
25. In the event of a gift certificate covering a block of lessons, the block must be completed before the printed expiry of the certificate

Refunds

26. PAYG Lessons - PAYG lessons booked in advance but not attended can be commuted to another day providing notice of non attendance is given. Where a PAYG lesson is booked but not attended with no notice forthcoming, the fee will be retained by MK Guitar School.
27. Block Bookings - As we begin creating your course of guitar lessons almost immediately after you book, we unfortunately cannot refund fees paid. This of course does not effect your statutory rights and respects your legal cooling off period should you have booked and paid remotely.
28. Under no circumstances can block booking fees be refunded once lessons from that block have started
29. Where blocks have been booked and paid for but not yet started, lessons can be transferred to another student. Once a block has commenced however, lessons can not be transferred except at the discretion of the teacher
30. Where you have paid for a block of lessons but are unable to attend for whatever reason, we will hold that block for you for up to 6 weeks and you may return at any time during that period to commence tuition. After that 6 week period, it will be assumed that you have left MK Guitar school and your block will be cancelled and monies paid retained
31. Only one lesson per monthly block can be refunded while still retaining your usual booked space.
32. Upon recommencing your lessons after an extended break, we make no guarantees that your previous time slot will still be available but will offer at least one alternative slot providing time is available. If no slots are free, you will need to join a waiting list in which you will be given priority over non - payed prospective clients.
33. Claims for refunded lessons must come within 90 days of the lesson that was cancelled.
34. As you pay monthly for 4 lessons and many months contain 5 weeks and you will not be charged for the additional week, these additional weeks are used to offset some of the lessons that we may need to cancel (for example Bank Holidays) Lessons cancelled over and above these extra weeks gained from months counting 5 weeks will be refunded according to the terms above.

Lessons

35. MK Guitar School commit to providing you with a lesson that is both interesting and challenging. Where you think we have failed in this, let us know and if we agree your next lesson will be free of charge!
36. Students commit to arriving to their lessons ready to start at the allocated time. Where a student arrives late, time extensions may not always be possible to fulfil your full lesson period
37. Delays in starting your lessons including but not limited to tuning or mechanical faults with your own equipment will be taken out of your allocated lesson time unless your tutor states otherwise.
38. Lessons to provide mechanical advice or technical advice can be booked. It should not be assumed that problem can always be rectified during your lesson!
39. Strings broken during a lesson can normally be replaced (subject to stock levels) during that lesson at no cost but if you arrive with broken or damaged strings, a charge for replacement may be made at the current market value of the strings provided.
40. MK Guitar School cannot always guarantee that strings or other spare parts will be available and thus if your lesson is dependant on a repair, we would ask that you phone us first so that we can prepare.
41. Everyone is welcome at MK Guitar School but should a parent or guardian of a student know of a special educational need relating to their child, we would appreciate prior advice of this so that we can create a lesson plan that works for them
42. MK Guitar School does not have areas where you can wait prior to your lesson so we would ask that if you arrive early you wait in your vehicle until your lesson time rather than interrupting a lesson!
43. Please park considerately, bearing in mind that MK Guitar School is on a private road and that there is no public parking. There is however space for 6 cars when parked correctly!

Health, safety and insurance

44. MK Guitar School are fully insured to have students come to our sites. This insurance is provided by Hiscox and covers accidents, injury and liability.
45. Students must take reasonable care to safeguard themselves while on the premises and report to us any activity or situations that they feel is unsafe.
46. While using instruments or equipment owned by MK Guitar School, the student must take reasonable care not to damage such instruments. Damage caused by horseplay or through negligence will be subject to charge up to the full retail value of that instrument or piece of equipment.
47. Where a student is under the age of 16, it is suggested that a parent or guardian remain on site.
48. Teacher instruments must never be touched by students!
49. MK Guitar School tutors are first aid trained but we would recommend that should you have a long term illness or condition that could require emergency treatment, you inform you tutor so that appropriate information can be relayed to the emergency services should you fall ill on the premises
50. Students are required to inform their tutor if they suspect that they have a contagious illness - other than coughs or colds!
51. A safety statement is available on request
52. Where a tutor feels that a student is unruly or unsettled for any reason, we may request that a parent or guardian stays with them for the duration of their lesson. If this is not possible, we may postpone that lesson - the wellbeing of our students is our number one priority.

Instrument Hire

53. Guitar Hire costs are calculated using a formula devised by us, a copy of which is available on request
54. Fees for guitar hire are payable 4 weekly in advance. A deposit for a hired guitar will be required and will vary depending on the value of the instrument hired
While every effort is made to comply with specific requests for colour etc, sometimes we may need to substitute a hire guitar for one of equal value
55. The student commits to take care of their hire guitar, using stands and cases where supplied. Where damage is caused to an instrument through misuse, abuse or horseplay, the student may be asked to cover the cost for a replacement instrument.
56. Standard wear and tear including small dents, scratches and other cosmetic damage is allowed and subject to term 47 above, will not be subject to charge.
57. Failure to pay guitar hire fees may result in MK Guitar School asking for the immediate return of the instrument
58. Hire instruments may be purchased by the hirer at any time. Please speak to your teacher for full details
59. MK Guitar School can request the return of a hire guitar without explanation at the end of a hire period and before a renewal payment has been made.
60. The guitar hire service is provided at the discretion of MK Guitar School

Complaints

61. We really hope you never have cause to complain about MK Guitar School but if you do, we are here to help. Should you have a complaint, this should be raised with your tutor in the first instance. If you are not satisfied with the result of that contact, we would ask that you put your complaint in writing to us at the following address: MK Guitar School, 14 Brewster Close, Medbourne, Milton Keynes, MK5 6FX

General terms

62. You have to have fun!
63. Please ensure that we have up to date contact details for you
64. Practising at home is VITAL to your success and failure to do so may mean lessons need to be repeated thus holding up that progressions. Constant failure to practise may mean that we request that you leave MK Guitar School.
65. Please remember that MK Guitar School premises are tutors homes and we would ask that you respect that and not wander around in areas that are not designated learning areas!