

First Musical Academy
Ithaca House, 27 Romford Road
Stratford, London E15 4LJ
Freephone: 0800 999 5393
www.fma-london.com

Terms and Conditions

1 Course and Fees Policy

- 1.1 This is an enrolment for a music course on the basis of two-to-one tuition, which consists of ten (10) weekly lessons plus any holidays according to our Academic Year's Term Dates.
- 1.2 The Term fees for all courses should be paid before the beginning of your first lesson and, thereafter, one week before each new Term begins, unless you cancel one week prior to the beginning of the new Term. Failure to pay the fee of your course in due time will result in cancellation of your enrolment and your time slot.
- 1.3 First Musical Academy is open during the Newham Borough Term Dates. Please refer to the notice boards at FMA or visit our website to view the Term Dates of the current Academic Year.

2 Cancellation and Notices:

- 2.1 Once the course fee has been paid, you will have seven days to cancel and receive a full refund of your payment. However, you would be charged an administrative fee of £20.
- 2.2 If you cancel after the seven-day cancellation period, you would not be entitled to a refund and you would still need to pay any outstanding fees of the Term you enrolled for. If you do not wish to attend the remaining of your course but you still have an outstanding payment to make, you would first need to clear your balance prior to cancelling your course. Failure to do so may lead to legal action.

3 Collecting your child/children and Liability

- 3.1 We take the security of all students very seriously while they are in the class. However, we do not take any responsibility for the students' safety before or after the duration of their lessons or if they decide to come out of their class during a lesson.
- 3.2 Please ensure that you arrive promptly to collect your child/children as soon as each lesson has finished. You may use one of our waiting areas during the lessons, but please note that smoking is not allowed in the premises.

4 Absence and Missed Lessons

- 4.1 If you or your child miss a lesson, we will not be able to reschedule that unless the absence is due to a medical emergency or necessary isolation related to COVID-19 measures.
- 4.2 If you give us an advance notice of at least 24 hours prior to the lesson, we will reschedule the lesson for another date, during the duration of the same Term, according to the teachers' availability.
- 4.3 If a lesson is cancelled due to a teacher's absence or for any other reason that FMA might be responsible for, we would reschedule the lesson for another date, during the duration of the same Term.