



# Terms and Conditions - Term Time Courses

## 1. Booking - Enrolment

When signing up to a Term Time Course with The Strings Club for the first time the details of the course your child is booked in for, including the the day, time, and venue, will have been agreed with you in advance at the point of booking, as per the information displayed on our website [www.thestringsclub.org](http://www.thestringsclub.org) and sent in the confirmation email. All terms run for 10 weeks.

**1.1** Payment for the course and any associated items can only be made via selected debit or credit cards. Payment via cash, cheque, or bank transfer are not accepted.

**1.2** A deposit of 30% is required in order to secure your child's place on the course. This must be received by the relevant, specified deadline for each term. All deposits are non refundable.

**1.3** The remainder of payment for that term's fees will be taken automatically from your debit or credit card in line with the selected Payment Plan.

**1.3a** The Strings Club do not store your card details - they are held by a specialist card processing company which uses the highest level of transaction security (PCI Level 1).

**1.3b** You can change the nominated card at any point by contacting Head Office.

**1.4** If your payment fails for any reason our office team will be in touch to arrange payment for any missed installments. An administrative fee of £2.50 may apply.

**1.5** By selecting a Payment Plan and allowing your card details to be stored on a secure payment gateway operated by a third party, you are granting The Strings Club a **continuous payment authority** to enable us to debit the card when necessary - i.e. agreeing to the automatic re-enrolment of your child on their course next term. Please be assured that The Strings Club will never take a payment without your prior authority.

**1.5a** If you do not wish us to be able to use your card details in this way, please inform us by telephone or email. Please note that we cannot automatically re-enrol your child onto the course for the next term without a **continuous payment authority** and therefore their place is not guaranteed.

**1.5b** If the course is being paid for by someone other than yourself, you are responsible for informing that person of these terms and conditions, the relevant payment deadlines, and any communication with regard to payments of any sort.

**1.5c** If you have granted a **continuous payment authority** and wish to opt out of this next term you can do so at any point in the term prior to the closure of that term's re-enrolment window (i.e. the deadline for the payment of the 30% deposit for the subsequent term's fees).

**1.5d** If you have granted us **continuous payment authority** and not informed Head Office that you do not wish to re-enrol that child for the following term by the relevant deadline your child will be re-enrolled and our *Refunds and Cancellations* policy will apply.

## 2. Booking - Re-enrolment

In order to give existing customers on a Term Time Courses with The Strings Club priority for courses each term, we use a re-enrolment system. This means that, unless you inform us that you either wish to change venue, day or time, or alternatively that you wish to stop altogether, we may re-enrol your child onto the next course during the current term. All terms run for 10 weeks.

Unless otherwise specified by our Head Office, the day, time, or venue for the course will remain the same.

**2.1** Payment for the course and any associated items can only be made via selected debit or credit cards. Payment via cash, cheque, or bank transfer are not accepted.

**2.2** A deposit of 30% is required in order to secure your child's place on the course. This must be received by the relevant, specified deadline for each term. All deposits are non refundable.

**2.3** The remainder of payment for that term's fees will be taken automatically from your debit or credit card in line with the selected Payment Plan.

**2.3a** The Strings Club do not store your card details - they are held by a specialist card processing company which uses the highest level of transaction security (PCI Level 1).

**2.3b** You can change the nominated card at any point by contacting Head Office.

**2.4** If your payment fails for any reason our office team will be in touch to arrange payment for any missed installments. An administrative fee of £2.50 may apply.

**2.5** By selecting a Payment Plan and allowing your card details to be stored on a secure payment gateway operated by a third party, you are granting The Strings Club a **continuous payment authority** to enable us to debit the card when necessary - i.e. agreeing to the automatic re-enrolment of your child on their course next term. Please be assured that The Strings Club will never take a payment without your prior authority.

**2.5a** If you do not wish us to be able to use your card details in this way, please inform us by telephone or email. Please note that we cannot automatically re-enrol your child onto the course for the next term without a **continuous payment authority** and therefore their place is not guaranteed.

**2.5b** If the course is being paid for by someone other than yourself, you are responsible for informing that person of these terms and conditions, the relevant payment deadlines, and any communication with regard to payments of any sort.

**2.5c** If you have granted a **continuous payment authority** and wish to opt out of this next term you can do so at any point in the term prior to the closure of that term's re-enrolment window (i.e. the deadline for the payment of the 30% deposit for the subsequent term's fees).

**2.5d** If you have granted us **continuous payment authority** and not informed Head Office that you do not wish to re-enrol that child for the following term by the relevant deadline your child will be re-enrolled and our *Refunds and Cancellations* policy will apply.

**2.6** In Week 8 of each term The Strings Club will contact you regarding the re-enrolment process.

**2.6a** If you have granted The Strings Club a **continuous payment authority** the 30% deposit will be debited in line with the relevant, specified deadline.

**2.6b** If you have previously paid via a Payment Plan, the subsequent term's fees will be scheduled to be debited in the same manner (i.e. weekly or monthly).

**2.6c** If you wish to change the Payment Plan scheduled for the subsequent term you must inform Head Office by 1 week before the first lesson.

**2.6d** If you do not wish for your child to be re-enrolled for the subsequent term it is vital that you inform Head Office by the relevant, specified deadline.

**2.6e** If you have not granted The Strings Club a **continuous**

**Holiday Camps | Term Time Courses | Parties | School Music Support**

**[www.thestringsclub.org](http://www.thestringsclub.org) | 0121 296 9204 | [info@thestringsclub.org](mailto:info@thestringsclub.org)**

**The Strings Club is a Limited Company registered in England, no. 8289567  
11 Art Haus, 80-82 Floodgate St, Birmingham, B5 5SR**

**payment authority** they will be in touch detailing how to re-enrol your child. If payment is not received by the relevant, specified deadline the child's place will not be secured.

**2.7** Your child will not be automatically re-enrolled if:

- (a) your child's class day, time, or venue needs to change for any reason
- (b) you have not granted us a **continuous payment authority**
- (c) you have informed Head Office that you do not wish to re-enrol
- (d) we do not advise that your child advances to the next course due to repeated absences

### **3. Changing Class Day, Time, or Venue**

**3.1** As time progresses the class size may reduce. Once a class has become too small to function properly we will need to merge it with another class.

**3.2** We try to keep class times as similar as possible, but unfortunately cannot always guarantee this.

**3.3** If the merging of your child's class with another results in a change of day, time, or venue, we will endeavour to give you as much notice as possible. As a minimum, we will inform you 2 weeks prior to the first lesson of the term.

**3.4** Should your child no longer be able to make their classes we will do our utmost to accommodate switching to a suitable alternative class.

**3.4a** We reserve the right to determine what constitutes a suitable alternative class.

**3.4b** Should a suitable alternative class not be available our *Refunds and Cancellations* policy applies.

### **4. Refunds and Cancellations**

**4.1** When enrolling or re-enrolling your child on a Term Time Course you have a right to cancel their place at any time.

**4.1a** Any deposits are non refundable at all times.

**4.1b** Any payments received via Payment Plans are non refundable at all times.

**4.1c** Credit notes may be issued for any unused balance of the course fees in exceptional circumstances.

**4.2** The Strings Club is under no obligation to refund the cost of the fees in the event that your child is unable to attend part of or the entire course for any reason.

**4.2a** If you know that your child is due to be absent we ask that contact is made to inform us of this - failure to inform us could lead to unnecessary time being lost trying to locate or awaiting your child at the start of the lesson. The specific method of contact for your child's class will be specified prior to the commencement of each term.

**4.2b** We regret that we are unable to offer an alternative for missed lessons. Unfortunately, what seems like one simple request is an impractical administrative task when spread across all of our hundreds of children.

**4.2c** In the event of your child's absence we will endeavour, where possible, to provide you with an electronic copy of the relevant *Practice Makes Perfect Guide* and worksheets from any missed lessons.

**4.2d** If your child misses more than 2 lessons per term this may impact their musical learning and the may not be able to advance to the next course. In such instances we will be in touch to discuss suitable alternatives.

**4.3** At The Strings Club it is our policy that we endeavour to ensure that your child will always have the same teacher, it is not possible to guarantee this as teachers can fall ill. In the event that a teacher is unavailable we will endeavour, where possible, to provide a replacement and inform you that the class will be taken by a

suitable cover teacher.

**4.3a** In the event that a cover teacher is not available the lesson we will endeavour, where possible, to reschedule the lesson. The lesson will typically be rescheduled for the week following the scheduled end of term (i.e. Week 11).

**4.3b** Should it not be possible to reschedule the lesson The Strings Club will refund the value of the missed lesson.

**4.4** In the event that a venue is unavailable, we will endeavour, where possible, to reschedule the lesson.

**4.4a** The lesson will typically be rescheduled for the week following the scheduled end of term (i.e. Week 11).

**4.4b** Should it not be possible to reschedule the lesson The Strings Club will refund the value of the missed lesson.

**4.4c** In the event that the venue is unavailable on a longer term basis (i.e. in excess of 2 weeks) and it is not possible to reschedule the classes in suitable venue nearby (within 2 miles) The Strings Club will refund the unused balance of the course fees.

**4.5** Should The Strings Club have to cancel the class for reasons beyond our control a full, automatic refund of any unused balance of the course fees will be issued.

**4.6** The Strings Club may at its own discretion refuse enrollment or re-enrolment of a child on a Term Time Course if it is felt that the behaviour of the child or those associated with the child is unacceptable.

### **5. Instrument Hire**

**5.1** The Strings Club offers the hire of a high quality, suitable sized instrument for any child enrolled on a Term Time Course at the rate of £35 per term.

**5.1a** If the request to hire an instrument is received by Head Office up to 1 week prior to the commencement of Week 1 then the availability of an instrument is guaranteed.

**5.1b** If the request to hire an instrument is received by Head Office less than 1 week prior to the commencement of Week 1 then the availability of an instrument is not guaranteed.

**5.2** Should you hire an instrument the associated [\*Instrument Hire - Terms & Conditions\*](#) apply.

### **6. Changes to Terms and Conditions**

**6.1** From time to time we may update these terms and conditions.

**6.1a** We will inform you of any changes by sending you either an updated version or notification of minor changes.

**6.1b** You are free to not accept these changes but we would ask you to notify us in writing of your non acceptance within 14 days of your receipt, failing which we will be entitled to treat our agreement with you as being subject to the updated version.

**Holiday Camps | Term Time Courses | Parties | School Music Support**

**[www.thestringsclub.org](http://www.thestringsclub.org) | 0121 296 9204 | [info@thestringsclub.org](mailto:info@thestringsclub.org)**

**The Strings Club is a Limited Company registered in England, no. 8289567  
11 Art Haus, 80-82 Floodgate St, Birmingham, B5 5SR**