

# THE MUSIC WORKSHOP

## TERMS AND CONDITIONS

### 1. REFUNDS & CANCELLATIONS

#### 1a. Refunds

Payments made are non-refundable and non-transferable between courses. Refunds are only considered in exceptional circumstances where the person booking has contacted us within 48 hours of making the booking. Any such refunds are made at our discretion and are subject to an administration fee of £20 per booking, deducted prior to any refund being made.

#### 1b. Cancellations

We advise that students arrange their own personal cancellation insurance as we cannot refund fees paid in the event of cancellation on the part of the student.

It is possible to nominate another person to attend in the student's place, providing such a person is of the appropriate musical standard required, is of the appropriate age for the course in question, and that we receive all relevant details for the replacement student well in advance of the course start date. In this event please also check with us that there is a place available for the instrument that the replacement student plays.

In the unlikely event that we cancel a course, payment will be refunded in full to the person who booked, within 28 days of any announcement being made.

### 2. LIABILITY

The Music Workshop can not be held liable for accidents or damage to property which are caused by a participant and involving either himself/herself or any other student or staff on a course. In such cases the student, or the student's parent/guardian, will take full responsibility for their actions and for any loss or damage caused, including re-imburement of any costs incurred by the affected party or venue as a result of such an incident. The Music Workshop will at all times ensure, so far as is reasonably possible, a safe environment at its venue. Participants, or their parents/guardians if participant is under 16, agree to indemnify The Music Workshop / Jazz Course UK against any claims and/or legal fees resulting from any incident or accident whilst on the premises.

The Music Workshop can not be held responsible for any loss of instruments or equipment at any time and advise students to carry their own insurance for such property.

In cases where car parking is made available The Music Workshop can not be held responsible for damage or loss to vehicles.

### 3. STUDENT DETAILS & COURSE INFORMATION

#### 3a. Student Details

The Music Workshop will keep any student details on a database held only by us for the purposes of administration, market research and mailings, by post or e-mail, of our own publicity from time to time.

### 3b. Photos, videos, recordings and quotes

It is normal practice for photos and/or videos to be taken during a course for publicity purposes, e.g. for use on our own leaflets and website, for student recordings to be used as website downloads, and for us to use quotes from student feedback. Any student preferring not to have photos, videos, recordings or quotes used in this way should contact us prior to the course.

### 3c. Course Information

The Music Workshop endeavours to keep all course information correct and up-to-date. However, we reserve the right to alter course details including tutor and venue details at any time if unforeseen circumstances occur. Any changes would normally first appear on our website, and may be accompanied by notification by e-mail and/or post.

## 4. Disruptive students

Students are expected to respect their tutors and fellow course students at all times. Any student found to be behaving in such a way that causes disruption to a tutor, class, or the course in general will first be given a warning and thereafter may be asked to leave the course. Any student found to be behaving in an inappropriate, disrespectful or threatening manner to tutors or students alike may also be asked to leave the course.

If a student has cause for complaint about any aspect of a course they should approach a course leader at an appropriate time such as at the close of the day or, if more urgently, during a break. We will then do our best to resolve the matter. We ask students not to raise any such problems during a class session unless the issue relates directly to the music that the class is working on.

Any refund arrangements in the case of a student dismissal will be entirely at the discretion of The Music Workshop and are in no way guaranteed.

## 5. SUPERVISION (under 16's)

Supervision of participants who are under the age of 16 is strictly within course hours only and subject to them staying on the venue premises. We ask that parents/guardians instruct their child to stay on the premises during breaks and at all times to stay near to the workshop rooms. Participants must only use designated facilities/rooms as will be explained at the start of a course.

Participants under the age of 16 may only leave the premises during course hours where we have received written consent from the parent/guardian, and on the understanding that once off the premises participants take full responsibility for themselves.