Terms & Conditions

www.michaelcoltham.com

1. Practising & Progress

Progress on the instrument depends on regular, independent practice between lessons. At the end of each session, guidance will be provided on what to focus on before the next lesson. While every effort will be made to support the student's development, improvement is dependant on the student and cannot be guaranteed.

2. Lesson Fees

Current lesson fees are:

- Adults: £35 per 60-minute session
- Children: £25 per 45-minute session, or £30 per 60-minute session

Fees are payable in advance or at the session itself.

Lesson fees are reviewed periodically. A minimum of 4 weeks' written notice will be given before any change.

3. Payment Methods

Payment is preferred by bank transfer. Cash payments are accepted. Credit and debit card payments are not accepted.

Bank details will be provided upon booking.

If payment is not made on time, lessons may be paused until the balance is settled.

4. Cancellations, Rescheduling & Lateness

Teaching slots are limited. To ensure fairness:

- It is politely requested that 24 hours' notice is given for cancellations or rescheduling.
- Rescheduled lessons are subject to availability and cannot be guaranteed.
- If a student arrives late, the lesson will still finish at the scheduled time, and the full fee remains payable.

4.1 Termination of Lessons

Either party may terminate lessons by giving **4 weeks' written notice.**

4.2 Cooling-Off Period (Legal Requirement)

Under the Consumer Contracts Regulations (2013), new students have a 14-day cooling-off period from the date of booking. If lessons are cancelled within this period, any fees paid for lessons not yet received will be refunded.

Outside the cooling-off period, **refunds are not offered**. Pre-paid lessons must be taken as scheduled.

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5. Non-Attendance

If a student does not attend a scheduled lesson and no notice is given, the lesson is fully chargeable. Repeated non-attendance may result in lessons being discontinued.

6. Teacher Cancellations

The teacher may occasionally need to change, postpone, or cancel a lesson. If this happens:

- No additional charges will be incurred.
- Any fees already paid will be carried forward to the next session or an alternative date.

7. Copyright & Teaching Materials

All teaching materials — written, audio, video, or digital — are protected by copyright and remain the intellectual property of Michael Coltham.

Materials are provided for personal study only. No reproduction, editing, sharing, reselling, or distribution is permitted.

Some materials may include third-party copyright extracts (e.g., sheet music). These are provided under fair-use teaching provisions and must not be copied or shared.

8. Safeguarding

Parents/guardians are responsible for ensuring children arrive and are collected promptly.
The teacher holds an Enhanced DBS check and follows safeguarding best practice recommended by the Musicians' Union.

Parents/guardians may observe lessons if they wish.

8.1 Recording of Sessions

For safeguarding, training, and quality assurance purposes, all lessons — adult and child — are video and audio recorded.

Recordings:

- Are stored securely
- Are accessed only by the teacher
- Are retained for a maximum of 6 months before deletion
- Are not shared externally

By booking lessons, adult students and parents/guardians' consent to the recording of sessions.

9. Additional Needs

Students (or parents/guardians) must inform the teacher of any additional needs, learning requirements, or relevant personal circumstances that may affect lessons.

Where possible, reasonable adjustments will be made to support a positive learning environment.

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10. Health & Safety

Lessons take place in the dedicated garden studio at the teacher's home. A full risk assessment has been completed and is available upon request.

Students (and parents/guardians) should take care when entering the studio and be aware of uneven paths, cables, instrument stands, and other potential trip hazards.

The studio contains musical, electrical, and recording equipment. Students must not touch or operate any equipment unless invited to do so.

The teacher holds Public Liability Insurance, as recommended by the Musicians' Union.

11. Fire Safety

In the event of a fire alarm or emergency evacuation:

- Leave the studio immediately and calmly
- Do not collect personal belongings
- Proceed to the designated muster point: The Green
- Remain there until advised it is safe to return

12. Exams & Performances

Where a student wishes to enter a graded exam or participate in a performance:

- The teacher and student/guardian will agree who is responsible for submitting entries
- Exam fees, accompanist fees, and travel costs (if applicable) are the responsibility of the student/guardian
- The teacher will advise on readiness but cannot guarantee exam outcomes

13. Data Protection & Privacy

Personal information is processed under the lawful bases of contractual necessity and legitimate interests, in accordance with UK GDPR.

The teacher keeps brief lesson notes to support continuity and planning.

Personal data:

- Is stored securely
- Is used only for lesson administration, communication, and teaching
- Is not shared with third parties
- Is retained only as long as necessary for teaching purposes

Students and guardians may request access to the information held about them and may request corrections or deletion where appropriate.

14. Changes to Terms & Conditions

These Terms & Conditions are reviewed regularly and may be updated. A minimum of 2 weeks' written notice will be given before any changes take effect.

End.

Last Reviewed on 13-7-26

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