

Lesson Terms

Before booking lessons with Drum With Alex it is important that you agree to the lesson terms.

Updated 1st February 2021

Memberships

1. School Membership students will be entitled to 39 lessons (20 minutes weekly at school) over a 12-month period to be taken during the weeks when I teach (matched with the academic year). If school students require extra lessons at any point, they will be able to buy “pay as you go lessons” by arrangement. Where appropriate, lessons may be taken in advance; for example, in the run up to exams, or before a long, scheduled absence and time taken off in lieu afterwards.

2. Kickstarter Membership students will be entitled to 39 lessons (30 minutes per lesson) over a 12-month period to be taken during the weeks when I teach (matched with the academic year). If students require extra lessons at any point, they will be able to buy “pay as you go lessons” by arrangement. Where appropriate, lessons may be taken in advance; for example, in the run up to exams, or before a long, scheduled absence and time taken off in lieu afterwards.

3. Trailblazer Membership students will be entitled to 39 lessons (60 minutes weekly) over a 12-month period to be taken during the weeks when I teach (matched with the academic year). If students require extra lessons at any point, they will be able to buy “pay as you go lessons” by arrangement. Where appropriate, lessons may be taken in advance; for example, in the run up to exams, or before a long, scheduled absence and time taken off in lieu afterwards.

Billing

- Memberships are billed via direct debit from the 1st of the Month. For your first month if starting midway through, the remaining weeks will be calculated and billed appropriately.
- In the event of a price increase for any membership, 2 months’ notice will be given to affected customers and you will be given the option to end your membership at the end of the notice period given by me if you decide to not carry on your lessons.

Rearranging a lesson

- You can rearrange a lesson by emailing support@drumwithalex.com. Please rearrange at least 24 hours before your scheduled lesson otherwise the extra time or rearrangement will not be honoured. If a suitable time cannot be arranged, refunds will not be given in this case.
- I will do what I can to help students catch up lessons but in the case of a student falling more than 3 lessons behind it will probably not be possible to catch every lesson up.



Ending your membership

- In the event of a direct debit student wishing to leave Drum With Alex I require one month's written notice by email to support@drumwithalex.com and I must be informed of your intentions to leave by 1st of the previous month to the month in which you wish to leave. [For example; if a student wishes to leave from the beginning of October, I must be told in writing by 1st September.]
- When I receive your written notice by email, I will send by return email, a final statement of your account. This will show how many lessons you have been given during the year and how much you have paid. Because the payments are taken by direct debit as equal monthly amounts throughout the year there might be a balancing payment due either from myself to you, or from yourselves to me. When you receive your final statement, I will settle your account via direct debit and then I'll close the mandate from my end.

Online Lessons

- You may request an online lesson using the ZOOM, Microsoft Teams, FaceTime, WhatsApp, or Skype platforms. It is your responsibility to make sure that you are prepared before your lesson begins with your equipment fully ready to get the most out of your lesson
- You can use Windows, Mac, iOS and Android to access your lesson
- A webcam is ideal, but not essential
- If I am unable to teach you face to face, your lesson will be taken online via the ZOOM, Microsoft Teams, FaceTime, WhatsApp, or Skype platforms.

Block Payments

- Blocks of lessons are purchased in advance in 10-week blocks. (12-week window).
- Students/Parents will receive a reminder telling them their renewal date. Failure to renew by the due date may result in their lesson slot being lost.
- Block Payments are not eligible for any discounts or refunds if a student decides to leave part way through a block of lessons.
- Lessons may be rearranged with 24+ hours' notice, lessons with -24 hours' notice will be charged for.

Pay As You Go Lessons

- Lessons may be rearranged with 24+ hours' notice, lessons with -24 hours' notice will be charged for.

Closure Dates 2021

- **FEBRUARY HALF TERM** Sunday 14th February 2021 – Sunday 21st February 2021 (1 week)
- **EASTER HOLIDAYS** Sunday 4th April 2021 – Sunday 18th April 2021 (2 weeks)
- **MAY HALF TERM** Sunday 30th May 2021 – Sunday 6th June 2021 (1 week)
- **SUMMER HOLIDAYS** Sunday 25th July 2021 – Sunday 5th September 2021 (6 weeks)



- **OCTOBER HALF TERM** Sunday 24th October 2021 – Sunday 31st October 2021 (1 week)
- **CHRISTMAS HOLIDAYS** Sunday 19th December 2021 – Sunday 2nd January 2022 (2 weeks)

Missed lessons due to student illness or teacher absence

- Should I not be able to take a lesson a suitable cover teacher will be provided who will be notified of current material. If I can't find one due to time constraints, I will provide it at a different time. Due to the unexpected nature of this I may not be able to notify you beforehand of the change of teacher.

School Lessons

- School lessons follow the School Membership plan as outlined at the beginning of the terms.
- Lessons during school time will not be refunded or rearranged in the case of short-term illness, school trips or planned/unplanned absence (including non-emergency school closures with less than 48h notice).
- In the unlikely case of my absence a free lesson will be credited to your account, cash refunds are not given.
- Equipment (such as drumsticks) can be borrowed during lesson time for the first half term where after students will need their own so they can practice.
- School Membership cancellations follow the same terms in the '**ENDING YOUR MEMBERSHIP**' option.

Responsibilities & Behaviour

- It is expected that all students and parents adhere to a respectful manner whilst in lesson time and respect the neighbouring houses and its property when entering and leaving the property and taking lessons.
- I can take no responsibility for damage to personal property (including any property/vehicles using street parking spaces) in or out of lesson time.
- It is important that you ensure you or your child is practicing the instrument at home. The recommended time for practice is at least 15 minutes a day although more is always better. If you are a parent of the student, it is your responsibility to allocate practice time and balance the child's other commitments!

Website & Privacy

- By accessing Drum With Alex's website, you are agreeing to my privacy policy and by entering your email address I may contact you with products and services periodically. You can unsubscribe at any time
- All content is the property of Drum With Alex and may not be 100% accurate.