

TERMS AND CONDITIONS

FEES are payable in advance and a request for payment will be sent to you via email from Wisepay. Fees are based on the provision of 33 lessons over an academic year but the number of lessons and therefore fees due in each term will vary.

Payment must be made within 14 days of the date of the request for payment and at least half a term before the lessons are due to commence.

For the current calendar year, payment must be received by the following dates for lessons to continue:

Friday 16th May 2025 for lessons to continue in the Autumn term 2025

Friday 10th October 2025 for lessons to continue in the Spring term 2026

Friday 6th February 2026 for lessons to continue in the Summer term 2026

If payment is not made by the dates detailed above, music lessons will be discontinued for the following term.

MISSED LESSONS If a lesson is missed because the teacher is absent, every effort will be made to make up the lesson at a future date. If this cannot be done within the academic year, a credit will be issued for the missed lesson. Such credits are calculated at the end of the academic year and refunded. However, we ask that you do not deduct 'presumed' credits from "request for payments" as there will be opportunities to make up missed lessons throughout the year, at the discretion of the music teacher.

When the teacher is available at the scheduled lesson time, but the student does not attend, the lesson is forfeited and no refund can be made (this includes absence due to student illness, forgetfulness, school trips/activities, exams, poor pupil internet connection or a pupil's faulty device for virtual lessons etc.). If the Music Department is given at least a week's notice of a student's planned absence due to a school trip/exam etc. we will endeavour to rearrange the lesson, at the teacher's discretion, although this cannot be guaranteed. No credit will be due if the teacher is unable to reschedule a lesson missed by the pupil without sufficient notice.

For missed lessons in the event of an emergency or closure of a school (full or partial) due to an event outside the schools control (e.g. force majeure, a pandemic, flooding, heavy snow or industrial action), no credit will be due.

If a pupil forgets their instrument or has an injury which prevents them playing temporarily, they should still attend the lesson; the teacher will cover listening skills and/or theory work, which can still be valuable.

Attendance records are kept for invoicing and record keeping and used as the source of information for any queries about accounts.

GCSE/A LEVEL MUSIC / BTEC MUSIC PERFORMANCE students receive a 50% discount for music tuition for one instrument, if lessons are taken at either HBS or at North Herts Music School. The reduction of fees is only applied up to and including the Spring term before the final exams.

Unless a full half term's written notice is given in the Spring term, it is assumed that students in Year 11 or Year 13 wish to continue their music lessons throughout the Summer term and these lessons will be charged at **full price**.

TERMINATING LESSONS Music lessons will continue term-on-term and year-on-year until written notice to withdraw from lessons or ensemble tuition is received.

A pupil may only withdraw from lessons at half term or the end of term and if a half term's notice is given in writing to the Music department (music@hitchinboys.co.uk). No other form of withdrawal will be accepted.

Please note that lessons automatically roll over to the next academic year unless notice is given to stop lessons by May half term.

FINANCIAL SUPPORT is a limited, capped fund that is available to apply for directly with Hertfordshire Music Service. For details on how to apply for remission and eligibility, please check on the Hertfordshire Music Service website:

hertsmusicservice.org.uk/help-with-fees

Please note that financial support requires a new application each year.

If you require further assistance, please email music.remission@hertfordshire.gov.uk or contact our Music department directly, music@hitchinboys.co.uk

If you are awarded remission, please let the school know. Until such time as remission is granted, lessons will be billed at full price and paid by the parent(s)/carer(s). If given remittance, please note that you will be required to pay an administration fee of £21 per term which the school Finance Office will invoice you for via Wisepay request to pay.

Please also see our 'financial support for music lessons' document which details other resources you can apply to for financial assistance.

For full music lesson terms and conditions please visit hertsmusicservice.org.uk