



Terms and Conditions – Yamaha Music School Courses

Welcome to Matrix! We hope you enjoy your time with us and that the course will open up the world of music for your children.

Please read the following information carefully and keep this document for reference. Note especially the notice period for changing times or stopping the course, as this can affect the whole class, not just your child. Our main message is: please communicate any worries to Lindsay and to your teacher. Music education is a very special area and it can also be very fragile, so we want to do our best to support your family.

This leaflet covers: notice period; invoicing; missed lessons; financial difficulties; term dates; extension courses; parents' evenings; accompanying adults; younger siblings; filming/photography; food and drink in classrooms; parking.

This is how we work:

Matrix and its teachers require **one term's notice** if students would like to stop lessons or change the lesson time. This means that in order to stop lessons by the end of a term, you must inform the office before the first lesson of that term. This gives us time to resolve any difficulties you may be experiencing and to reorganise classes if necessary. One term is approximately six weeks, as in Oxfordshire schools run on six terms per academic year. (Please note: the holidays are not counted in the notice period as we are out of the office and so unable to help support students or to reorganise classes.)

However, those in their **first term** may tell us if they wish to stop before the last lesson of the first term. In this instance, the first term must be paid for, along with the materials. After these first few weeks, we will charge for the notice period and it is our hope that students will attend all these lessons.

Likewise, Matrix will give at least one term's notice about operational or financial changes, or if a lesson time change is necessary. This is made possible when families give us the appropriate notice about changes.

We **invoice** three times a year, but leave to your discretion the decision to pay in one or two instalments. Invoices will detail course materials and exams, when appropriate and will include the final date for payment. You can give your cheque to your teacher, or the office, or you can post it. We cannot accept responsibility for cheques lost in the post. Please write your child's name and class time on the back, especially if the cheque is made out in a different name. We are not able to process card payments or bank transfers at the present time.

Refunds for **missed lessons** are not given, but if your teacher is ill, or has to be away for training or another reason, and we are unable to find cover or reschedule the lesson, we will refund the lesson, usually on the next invoice. In extreme weather conditions, we will do our best to give the lesson, but if lessons need to be cancelled for this reason, we regret we cannot refund the lesson fee.

Students (or families) experiencing **financial difficulties** are asked to speak to Lindsay – we will do our very best to ensure students are able to continue their courses.

Saturday lessons are usually at the end of our working work, so we meet on the first Saturday of the holidays. **Term dates** are sent with your invoice, and are also listed on our website – click on 'Calendar' in the top right-hand corner.

After the initial course, many children progress on to the Junior Extension Course (JXC), at which point there may be a change of lesson day or time. Likewise, those moving on from JXC to the Junior Advanced Course (JAC) may be offered an alternative slot. There is a slight increase in the fees for JXC and JAC. In Oxford, we offer JMC only – the extension and advanced classes happen in Sutton Courtenay.

We hold **parents' evenings** once a year, where we give you more information about the course and where it's heading and answer queries. The parents who come to these always find them very useful; we hope you will make every effort to attend.

In lessons:

Accompanying adult: The ideal situation is that the adult who will help support the child's practicing at home is the one who accompanies JMC students to their lessons. Similarly, we encourage parents of EMC to attend lessons, but this is not compulsory beyond the first four weeks. It is very important that those supporting the children *do not press down their fingers* or show them the notes another way (unless indicated by the teacher). It can be hard to sit back, but please do trust that this affects the progress of the course.

We do not allow **younger siblings** to attend JMC lessons. Alternative childcare arrangements should be made. (Sharing parents can be an acceptable solution, but please check first.)

Lessons may sometimes be **photographed or filmed** – parents and students should speak to their teacher if they object to this. Please let us know if you are not happy for photographs of your child to appear on our literature or website.

Please **don't eat and drink** in the classrooms – plain water is OK, but not by the keyboards and preferably not during the lesson unless really necessary.

Parking at Matrix, Sutton Courtenay: During the week and before 5.30pm please do not park directly in front of the offices opposite the music school. You may park anywhere at weekends. An overflow car park is available further up The Nursery road.

Parking at Bayards Hill, Oxford: we have been allocated the car park off Waynfilete Road, so please use this one even if the gates are open on Bayswater Road.