

Front Row Music - Terms & Conditions

Payment Details

- Payment for lessons is made via a monthly flat fee, which automatically pauses for the month of August.
- Shortly after signing your child up for lessons, you will receive a welcome email which includes a sign-up link to register for payments, which can be paid via direct debit or card payment.
- Payments will default to the 3rd of each month but can be changed to a different day of the month when registering for payments.
- If your child starts lessons part way through a month, your first payment will be calculated pro rata of that month, rather than paying a full month's fee. From the following month onwards, you will be charged for the full month (unless the following month is August, in which case you won't be charged).
- If your payment fails at any point, our system will automatically attempt to take the payment again. If payment repeatedly fails, we will contact you to investigate why payments are failing. Any missed payments will be automatically added to the next payment date, with a maximum of 2 months' payments.
- Failure to pay for lessons may result in your child losing their place.
- The monthly flat fee is subject to change at Front Row Music's discretion generally to be in line with inflation. You will receive at least one month's notice before any price increases.

Lesson Guarantee

- We guarantee a minimum of 33 lessons per academic year, including any school performances your child will participate in.
- Although we guarantee 33 lessons, we endeavour to deliver as many lessons as possible throughout the year.
- If your child enrolls part way through an academic year, the minimum number of lessons they receive will be calculated pro rata of that year.
- If a lesson is missed due to a Front Row Music tutor's absence, we will arrange a replacement lesson and the missed lesson won't be counted as part of our 33-lesson guarantee.
- If your child misses a lesson due to a school commitment such as a trip, we will arrange a replacement lesson and the missed lesson won't be counted as part of our 33-lesson guarantee.
- If your child misses a lesson for personal reasons e.g. sickness, the lesson will count towards our 33-lesson guarantee.
- In extreme circumstances where your child is absent for a long period of time, please contact us to put payments on pause and to hold your child's place.
- If we fall short of delivering 33 lessons within the academic year, your account will be credited for the number of lessons that were not received.

Enrolment & Cancellation Policy

- Front Row Music lessons run on a rolling agreement, meaning that your child will stay enrolled for lessons throughout their time at school. Therefore, it isn't necessary to re-enrol your child at the start of each academic year.
- Upon your child finishing their time at school, Front Row Music will automatically cancel your payments.
- If you would like to withdraw your child from lessons at any point, please email us by the 22nd of the month to allow your payment to be cancelled for the following month.
- Failure to make us aware by the 22nd of the month will result in your child being enrolled for the following month.
- When cancelling lessons, your child will remain enrolled until the end of the current billing period, so your child will still be welcome to attend during this period.