

Reward Music Tuition

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As of January 2018 we'll be implementing a block booking system for all new and existing students.

Over the last year we've found it increasingly difficult to cope with the number of cancellations due to term time holidays, sports and dancing practices, illness, nights out, and recently, prelims/school exams. These frequently equate to 20-40% of our monthly income and sadly it has become unsustainable for the business.

Therefore, we'll be introducing monthly (or termly if you'd prefer) payments in advance to cover all lessons throughout the period. This brings us into line with other activities such as football, dancing, after school clubs etc where you're paying for a regular time slot, not just a lesson.

We feel that as a small business this is a fair system, and where we've trialled it, the number of cancellations has dropped dramatically - leading to better progress from students.

Each month's payment will take into account school holidays (according to Renfrewshire council) and will be adjusted accordingly. Lessons that are missed during each period are non refundable unless we (the teachers) are unable to attend.

We'll let you know how much/how many weeks will be due before the start of each time period - payments can be made in cash or by bank transfer as usual and will be due on the first lesson or each month/term. Lessons that are taken throughout school holidays are welcomed and will be scheduled and paid on an ad hoc basis.

I hope you'll understand and support this decision, as it'll help us to maintain a viable business - meaning that we can continue to offer the very best service for years to come.

Thanks,
Becky & Dylan.

Please sign and return this letter as soon as you can to acknowledge and agree to the change. If we do not receive the signed copy back we'll assume you've read it, agreed to the above conditions and have kept it for future reference. Extra copies can be downloaded via our website.

Student Name: _____

Signee: _____

Signature: _____

