

**First Musical Academy**  
Ithaca House, 27 Romford Road  
Stratford, London E15 4LJ  
Freephone: 0800 999 5393  
[www.fma-london.com](http://www.fma-london.com)

## **Terms and Conditions**

### **1 Course and Fees Policy**

- 1.1 This is an enrolment for a music course on the basis of two-to-one tuition, which consists of ten (10) weekly lessons and five (5) group performance classes. Please ask at reception for the dates of the Performance Classes or visit our website.
- 1.2 The Term fees for all courses should be paid before the beginning of your first lesson and, thereafter, two weeks before each new Term begins, unless you cancel one week prior to the beginning of the new Term. Failure to pay the fee of your course in due time may result in cancellation of your enrolment and your time slot.
- 1.3 We accept cash payments and cheques payable to First Musical Academy. Cheques that are not honoured or cancelled will incur a £20 charge in addition to the Term fees.
- 1.4 First Musical Academy is open during the Newham Borough Term Dates. Please refer to the notice boards at FMA or visit our website to view the Term Dates of the current Academic Year.

### **2 Cancellation and Notices:**

- 2.1 Once the course fee has been paid, you will have seven days to cancel and receive a full refund of your payment. However, you would be charged an administrative fee of £25. If you cancel after the seven-day period, you would not be entitled to a refund.
- 2.2 If you do not wish to attend the remaining of your course but you still have an outstanding payment to make, you would first need to clear your balance prior to cancelling your course. Failure to do so may lead to legal action.

### **3 Collecting your child/children and Liability**

- 3.1 We take the security of all students while they are in the class very seriously. However, we do not take any responsibility for students who decide to come out of the class during their lesson or once their lesson has finished.
- 3.2 Please ensure that you arrive promptly to collect your child/children as soon as the lesson has finished. You may use one of our waiting areas during the lessons, but please note that smoking is not allowed in the premises.

### **4 Absence and Missed Lessons**

- 4.1 If you or your child miss a lesson for any reason, you will not be entitled to a "catch-up" lesson.
- 4.2 If you or your child miss a lesson due to a teacher's absence or for any other reason that FMA might be responsible for, we would offer an additional lesson for you within the Term Dates.