ONLINE MUSIC PRODUCTION: TERMS AND CONDITIONS

(Last updated July 2025)

1. For the purposes of these terms and conditions the parent, carer or guardian of the pupil who is receiving the lessons will be referred to as the customer. The customer will be the person who signs the Online Music Production Sign Up form.
2. These terms and conditions form part of the agreement together with the Online Music Production Sign Up Form.
3. The agreement supersedes any prior agreement between Hampshire Music Service and the customer whether written or oral and any such prior agreements are cancelled at the commencement date of this agreement.
4. Once sign up is completed, payment has been made and safeguarding form completed, Hampshire Music Service will detail the arrangements for the tuition, number of lessons per term and dates of the lesson per term.
5. The agreement will remain in force continuously from term to term unless terminated in accordance with conditions 9 and 10 below.
6. Hampshire Music Service reserves the right to increase the tuition fees and will give written notice of any such increase no later than one full term, plus one whole week preceding the term when the increase in fees is due to take effect.
7. Lessons cancelled by Hampshire Music Service and not rescheduled within the academic year, resulting in the number of lessons dropping below 30 per year will be refunded by Hampshire Music Service.
8. Music lessons will not take place during school holiday breaks unless by previous agreement between Hampshire Music Service and the customer.
9. Termination of the agreement may be made by either party by giving notice to the other of at least one term in advance of cessation of the last lesson. As a result of this, anyone leaving from the 3rd week of each term will be required to pay for the entire term.
10. Failure to give notice: If one terms' notice is not received from the customer a full term fee will be due in lieu of notice, even if the pupil stops attending lessons. If Hampshire Music Service stops lessons without giving the correct notice specified in condition 9 above, a refund of any fees already paid for any lessons not given, will be paid.

11. Hampshire Music Service reserves the right to charge for any scheduled lessons which the pupil does not attend.
12. The pupil will not be entered for any examination, competition or public performance without the prior consent of the pupil's parent or guardian.
13. If Hampshire Music Service decides on any occasion to waive fees for any lesson that the pupil does not attend, this shall not mean the Music Service must do so in the future.
14. Complaints: Any complaints raised by the customer shall be dealt with in accordance with the Hampshire Music Service's complaints procedure.
15. Governing Law and Jurisdiction. This agreement shall be governed by and construed in accordance with the law of England and Wales.

16. Hampshire Music Service will provide hardware (MIDI controllers) or software licences (Ableton Live) as appropriate. Any hardware loaned by Hampshire Music Service is subject to standard terms and conditions that apply to any other instrumental loan from Hampshire Music Service, including that the customer is liable for any damage that occurs whilst the hardware is on loan to the customer, and thus will be responsible for purchasing a replacement unit.