

Guildhall Young Artists Online Parent/Carer Agreement & Terms and Conditions 2024/25

Please read the following terms and conditions of your child's place at GYA Online.

1. For all courses, classes and one-to-one instrumental and vocal tuition, I understand that after the initial lesson, I must inform the GYA Online Centre Manager within 48 hours if I wish to not continue, or I am liable to pay for the remaining lessons.
2. I understand that course/class fees may vary according to the timetable requests that I have made. Where possible we will aim to accommodate all timetable requests, however, in certain circumstances we may need to offer an alternative.
3. I understand that if I wish to rearrange an individual lesson time, permission must be sought and confirmed with the lesson tutor, and the GYA Online Centre Manager must be informed in writing with at least 24 hours' notice.
4. I agree to pay the course/class fees (subject to any agreed discount) in full within 14 days of receipt of invoice, or in an agreed number of instalments discussed with the GYA Online Centre Manager.
5. I understand that if I fail to pay the fees when requested, GYA Online is entitled to pause lessons, and that I will still be liable for the fees.
6. I understand that no remission of fees is offered for GYA Online sessions missed, including for the following reasons: illness, family/personal reasons, other engagements, reasons beyond the control of GYA Online. Should a teacher be absent, appropriate cover will be put in place or the lesson will be rearranged for an appropriate time. If a medical certificate is provided within 7 days of a missed lesson, this lesson will be re-credited to your package.

7. I understand that half a term's notice to leave must be given in writing or the course/class fees will be payable. I understand that if I withdraw my child from the course without giving such notice the tuition fees for the half term following my child's withdrawal will still be payable unless dispensation has been granted by the GYA Online Centre Manager. (See 8. below)

8. In exceptional circumstances (e.g. bereavement or material change to personal circumstances), GYA Online may offer fee dispensation if I withdraw my child from the course without giving the required notice period. In the first instance, I must send an email to the GYA Online Centre Managers stating when my child will be leaving giving full details of reasons. Half a term's notice must be given, where possible. Notification of any dispensation in fees offered by the Online Centre Managers will be given in writing.

9. I understand that if I wish my child to change their individual tuition or change their programme of study half a term's notice must be given to the GYA Online Centre Manager. If notice is not received half a term's tuition fees will still be payable unless dispensation has been granted by GYA Online Centre Manager. (See 8 above)

10. I understand that if I require my child to be absent, permission must be requested in advance in writing via email. I agree to my child not arranging other activities in term-time that clash with course/class schedules until permission for absence has been sought in advance and has been granted by the GYA Online Centre Manager.

11. I understand that in the event of serious misconduct by my child, the GYA Online Centre Manager will have the right to withdraw or permanently exclude my child with immediate effect and that in the event of such withdrawal or permanent exclusion no proportion of GYA Online fees will be refunded.

12. For students taking one-to-one lessons, I agree that I or my child will inform GYA Online if they are participating in masterclasses or taking instrumental lessons outside GYA Online.

13. I am aware that by agreeing to these conditions, I am giving permission for the Guildhall School to collect, process or use personal data as part of these systems in order to provide a service to you.