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Term by Term Lessons

Terms and Conditions – please read

A Warm welcome to the Music School Wanstead, the home of instrumental lessons where musical journeys begins as we explore the hidden musical talent of our music students.

Please take a moment to read and to tick the box that you have read this document upon registering. Thank you for reading The Music School's policies and procedures.

Again, welcome to The Music School!

Commitment period

Minimum enrolment period for lessons at the Music School Wanstead is (1) one term. Term times are published on our website and can also be found in your pupil portal too. If you book outside of a full term, then it will be billed on a prorated basis.

Registration fee

The one off non-refundable £15.50 Registration Fee covers the cost of teacher recruitment, interviewing and reference checking. In addition, it covers the 24-hour access to your pupil portal account.

Once the Registration Fee payment is received and your account is established you will receive more detailed information on how you can pay for a term of lessons.

Billing – pay on invoice

All payments are to be made directly to The Music School Wanstead; lessons are billed termly and must be received prior to the first lesson commencing. Late payments may result in tuition being inconveniently postponed or terminated.

Ways you can pay:

1. Bank transfer BACS is our preferred option – payment in full.
2. Debit or Credit Card - payment in full; extra 2% bank processing fee applies.
3. Payment Plan – (3) Three easy instalment payments; 2% bank processing fee applies.



Missed lessons

We do not guarantee a makeup lesson, if you choose not to attend your regularly scheduled lesson. We cannot refund the fees for any missed lessons. The school has a commitment to pay the teachers even if you do not attend your scheduled lesson.

In principle we don't offer catch up lessons for the following circumstances: birthday parties, vacations, athletic date conflicts, sniffles, homework, etc....

However, for a lesson with a 1-week advanced notice via an email, the following are exceptions and will be considered (not guaranteed) for a makeup lesson: school events, concerts, acts of God or extreme emergencies.

In the exception, that a make-up is granted it must be scheduled and attended within the same term time of the missed lesson.

Leaving the music school – notice period

The School requires a minimum of a half term's (6 weeks) written notice/email; should you wish to terminate lessons. Cut-off dates to terminate lessons are published on your invoice each term.

We appreciate your help with this as there are several reasons why this advanced notice is very necessary: 1) We book teacher's time on a whole term basis in advance of each term, and 2) we have pupils on waiting lists we need to contact about the possible lesson times and all administrative changes take time to implement. Thank you for your understanding.

Replacement tutors

As registered free lancers, our professional tutors may receive performance opportunities that are beyond our control. If they must miss the day or leave The Music School, we will replace the tutor with as much notice to you as possible and with the very best replacement possible.

Collecting your child

We take the security of all students (and staff) very seriously, but our teachers cannot take responsibility for children once the lesson has finished. Please ensure that you arrive promptly to collect your child/children once the lesson has ended.

You are welcome to use our waiting area while the lesson takes place if you wish - note that: no smoking is allowed on the premises. You are welcome to use free Wi-fi

For security purposes the downstairs front door will normally remain closed. In order to be let in by the teacher, please press the entry phone button at the street entrance level.

No Food or Drink

Please do not bring onto the premises any outside food or drinks other than bottled water with a lid. Some pupils may have allergies and not bringing food onto the premises will help to keep them safe. Thank you for your understanding.

Your Privacy, GDPR Policy & Data Collection

The Music School Wanstead and its Teaching Team will collect information from you to provide you with the relevant services that you have requested. Personal details collected this way will only be used to provide you with information you would reasonably expect or have agreed to receive.



This includes: contact details, date of birth (under 18s only) and appropriate details of any individual that are directly relevant to the provision of music classes including any educational or special needs requirements. Details and general background information on staff including DBS checks.

Information is collected direct from individuals or parents/guardians in the form of emails, phone calls, registration forms, conversations with staff and other basic methods of communication.

Information is collected to enable ongoing contact and to assist and support the business of delivering music classes and other associated activities.

We promise to make all reasonable efforts to keep your details consent and privacy statements secure. Except, as required by law we will never share your details with other organizations to use for their own purposes.

Information is used in the day to day running of The Music School, to organise classes, to keep parents/guardians and other essential adults informed of our activities, events and services.

We use customer relationship management software "My Music Staff" to collect and store data and to provide the Pupil Portal Account and it is also GDPR complaint.

Photographing, filming of pupil's special occasions

There are many special moments or occasions when a child is learning to play a musical instrument that we feel are important to acknowledge and to record. Such as, receiving an award for passing an examination or performing a piece of music at a concert that they have spent many hours learning.

It is nice to record these special occasions with a photograph or a video form on smart phone as it offers family, friends and our wider pupil community an opportunity to share in that child's special achievement or occasion; as well as acknowledging the effort our team makes too.

We seek permission from our parents or carers that allows The Music school Wanstead and its teachers to record such events and to share them with family, friends and our wider pupil community.

Ways we share – uploading photos or videos to the Pupil Portal Account; upload to Facebook and other social media outlets. We will only ever use first names when publishing any images outside of the school.

