



## **T&Cs**

### **As of 8th December 2025**

The following Terms and Conditions apply to all lesson agreements made between Greenhouse Music Group and its pupils and the parents / carers of its pupils ("the pupil") and include references to Soundwaves - Schools Programme pupils.

The Terms and Conditions described below may seem relatively strict but have been discussed at length amongst the Greenhouse Music Group leadership team with the endeavour of making them as fair as possible for both client and provider. As Greenhouse Music Group is a social enterprise that functions with minimal margins, such lines in the sand have had to be drawn and are not a reflection of how awesome the majority of Greenhouse Music Group families are. They are a reflection of the small margin of people that have taken advantage and never paid for services rendered that jeopardise the livelihood of our tutors and managers.

We try to approach each individual case in good faith with an open ear and we hope that you will also approach us in the same manner. There will be times that the terms and conditions are more in favour of Greenhouse Music Group but there are also other times that they are more in favour of the student/caregiver.

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At Greenhouse Music Group , we understand that life can get complicated. We also know that successful and fulfilling musical and performing arts & entertainment studies depend on regular commitment. That's why we've designed our policies to give you as much flexibility as possible while still promoting consistency.

Our teachers reserve time on their schedules, plan for your classes and lessons, and invest in the long-term development of each student. To provide consistent, fun & inspirational learning and event experiences, the following policies need to be observed.

If you have any questions regarding our policies, please contact us at [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com) .

The following Terms and Conditions apply to all lesson agreements made between Greenhouse Music Group and its students and the parents/carers of its students ("the student").

The Terms and Conditions set forth below have been created for the mutual success and benefit of all parties involved.

**Term dates:**

Teaching weeks at Greenhouse Music Group roughly adhere to the Leeds City Council School Terms. However, there are occasional differences and our term dates are sent out before every term begins.

At all times it is the responsibility of the pupil to be aware of the first and last dates of term at Greenhouse Music Group.

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Lessons take place every week during the academic school year unless otherwise indicated i.e. if it's a school day, it's a lesson day.

**Communications:**

All correspondence is sent out to the pupil by email unless urgent, then a text may be sent. If this causes a problem, please let Greenhouse Music Group know.

It is the responsibility of the pupil to make Greenhouse Music Group aware of any changes to their contact details. Greenhouse Music Group will not be held responsible for any missed communications, late / overdue payments, missed lessons, etc. if this is due to incorrect contact information.

Due to the size of our student roll, most of Greenhouse Music Group's communication is done via bulk delivery services e.g. mail merge, therefore there is a level of potential error associated with this. If you notice something incorrect e.g. lesson details or account details, it is not meant offensively. In these cases please let us know via email to [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com) so we can rectify the situation as soon as possible.

**Billing:**

Greenhouse Music Group teachers CANNOT accept payments in any form.

Greenhouse Music Group starts following up term fees with an assumption of good faith that it is an unintentional mistake.



The pupil will be billed for each future month in full towards the end of the preceding month.

Full payment must be received before the new month starts, unless an agreed instalment plan has been put into place.

Greenhouse Music Group's bank details are:

Name- Greenhouse Music Group

Account Number- 32190166

Sort Code- 52-30-11

Please use the surname of the guardian that is the main point of contact with us and the invoice number (found at the top of the Greenhouse Music Group invoice) as a reference.

Greenhouse Music Group prefers online / Internet banking payments.

New pupils will receive an invoice when their enrolment is processed.

If the pupil commences lessons part way through a term, the remainder of that term will be billed in full and payment must be received or an Instalment plan needs to be agreed, within one week of the invoice being issued.

Instalment payments are not to be confused with a "payment for lessons" arrangement. The full invoiced fee is due – and payment plan payments can be made against the total sum owed.

Weekly, fortnightly or monthly plans covering the full amount of the invoice can be set up via Direct Debit. A list of dates of when the debit is likely to take place will be sent to you before the term in question, so any changes to it must be requested then.

Direct debits will change each term as they are related to full term fee which is based on the number of lessons – i.e. If there are 10 payments spread across an 11 week term – debits will be more than individual lesson costs and debits will be less than an individual lesson if they are spread for a 9 week term.



A discount of 15% will be applied to all lessons where three or more lessons / activities are attached to a single family record on the Greenhouse Music Group database. This discount will not be applied retrospectively for any lessons already billed.

Penalties for late payments will be applied as per the below.

### **Payment methods:**

A card machine is available for processing VISA and MasterCard payments.

CREDIT CARD details can be phoned through to our office on – 07761 928215 or email us and Greenhouse Music Group will contact you.

CASH payments may be made in person.

AUTOMATIC PAYMENTS/ DIRECT DEBIT are made on the 27th of the month. You will receive an electronic receipt after each transaction.

### **Annual Price Evaluation:**

Prices get updated on 1st April.

We will send you an email with the updated price increase 4 weeks prior to this taking effect.

### **Debt collection/ suspension/ penalty process is:**

Overdue accounts can accrue penalties of £25 when overdue for 28 days and £10 for every following 14 day period.

LATE PAYMENT Penalties will be added to accounts that are 28 days in arrears. If the account remains overdue, further penalties will be added every 14 days.

Late Penalty charges are made up of two parts - £10 late fee and £15 administration cost.

Dishonoured Internet Payments – the pupil's account will be debited with a £10 fee if any online payment is annulled.



Dishonoured Cheque Payments - the pupil's account will be debited with a £10 fee if any cheque payment is annulled.

The pupil is responsible for any and all charges that their bank may levy for rejecting any payment to Greenhouse Music Group.

Greenhouse Music Group does reserve the right to temporarily and fully suspend pupils from lessons with unpaid term fees during term time. A temporary suspension means that Greenhouse Music Group will keep the lesson time slot available for the pupil in the hopes that payment will be made. A full suspension means that Greenhouse Music Group has the right to fill the pupils lesson time slot with another pupil from the waitlist.

Debt Collection details.

Payments more than 30 days in arrears may be handed over to Expert Collections for debt collection.

Greenhouse Music Group will attempt numerous contacts prior to resorting to this unfortunate measure.

All costs incurred for sending an account for debt collection are added to the pupil's outstanding balance.

### **Cancellation process:**

If the pupil wishes to cancel the lesson agreement with Greenhouse Music Group, written notice must be received by Greenhouse Music Group Management at least two weeks prior to the intended last lesson. Any lessons remaining after the end date will be credited to the pupil's account if payment has already been made.

Verbal notice given to the tutor will not be acted upon and is not considered sufficient unless confirmed in writing to Greenhouse Music Group main office by the pupil.

If the pupil is unable to give two weeks' notice, they will be charged a late notice fee equivalent to two weeks of lessons (or if only one week's notice is given, a late notice fee equivalent to the cost of one week's lessons will be charged).

Exceptions on medical grounds may be made to this as decided by Greenhouse Music Group management.

No refund or credit will be given for any cancellations part way through a fixed length programme (such as an Intro to Music course).

If Greenhouse Music Group has to cancel a lesson agreement it will endeavour to give two weeks' notice to the pupil. Any lessons remaining after the lessons' end date will be credited to the pupil's account if payment has already been made.

If, in exceptional circumstances, Greenhouse Music Group has to cancel the pupil's lesson due to damage of Greenhouse Music Group property or harassment of Greenhouse Music Group staff by the pupil, this may be done with no notice and no credit or refund for any outstanding lessons.

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Should you decide to terminate lessons, either permanently or temporarily, Greenhouse Music Group requires notice of four weeks prior to the anticipated end date.

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A 30 days written notice via email, FaceBook messenger or text is required to quit lessons. Lessons will be paid four weeks after notice regardless of attendance as it takes time to refill a slot.

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Every student stops taking lessons at some point. Please make this decision thoughtfully with plenty of discussion between the teacher, parent and students so that lessons can continue with a positive sense of closure. In the event that a student should quit lessons in the middle of a semester, all remaining fees will be due as agreed upon. (Remember, tuition is per month and is required to be paid in full.)

## **Catch up lessons:**

While we understand that life happens, you will get the most out of your lessons with us by attending regularly. However, if you need to miss a class or lesson, see our policy below:

We do not offer makeup classes for group classes because every group is working on different material. However, you will receive a lesson report for the missed class from your teacher – so you can see what the class worked on and any suggestions for practising before the next class.

For missed private lessons, the teacher will supply a customised Home Study lesson for the student to work on at their convenience.

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If at least 48 hours' notice is given by the individual, the tutor will present the customer with a suitable catch-up lesson time, however no credit will be given if new times do not suit.

No catch-up lessons or credits will be provided for an individual's absence from a School Programme / group lesson / band class / choir / or any other group-based (more than one per class) Greenhouse Music Group offering.

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If the pupil is unable to attend a lesson please let Greenhouse Music Group know at the earliest time possible, either by email to [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com) or message: 07761928215. Emails and Absence forms will be passed on to the relevant tutor(s) – you are welcome to make direct contact with the tutors as well if you choose to.

Where less than 24-hours' notice is given for missing a lesson no catch-up lesson or credit will be given. This lesson is considered forfeited.

Where at least 24-hours' notice of the intended absence is given, this is deemed an "explained absence."

You or your child's Greenhouse Music Group tutor will arrange replacement/catch-up lessons for up to two lessons per term for explained absences with you at a mutually agreeable time. This often happens in the form of an extra 30 minutes on your next lesson or an extra 15 minutes on top of your next two lessons or if this isn't possible with the tutors schedule, they will choose a day or two during the first week of the term break to provide this lesson.

Greenhouse Music Group tutors are trained to go above and beyond to help work these replacement/catch up lesson timings out with you, however if you decide that you would prefer to not have this, this lesson is considered forfeited. Please note the onus is on the caregiver/parent



to jointly work with their tutor to find a mutually beneficial time. The tutors are instructed to diligently help in this so please let us know if you feel this is not happening.

It is only by managerial discretion that customer credit is placed on a pupils account to the value of a missed lesson. Customer credit is not transferable for money but will be used at the earliest convenience - usually the next term's fees.

If a pupil will be absent for more than four weeks due to medical reasons, a credit may be given, at the discretion of Greenhouse Music Group management.

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NO tuition credit or refund will be provided for missed lessons.

Makeup lesson credits will be issued when a lesson is cancelled with at least 24-hour advance notice by emailing [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com) , calling 07761 928215 or by requesting a cancellation online.

PLEASE DO NOT TEXT, CALL or EMAIL YOUR TEACHER – Greenhouse Music Group administration must have a record of a cancellation for you to receive a makeup credit.

If a student cancels with at least 24-hour notice, a makeup can be scheduled in an open time slot by contacting Greenhouse Music Group staff.

Cancellations made with less than 24-hour notice will not qualify for a makeup lesson credit (this includes being sick the day of a scheduled lesson) and the lesson will be forfeited.

Makeup lesson credits expire 28 days after membership ends. They can be used to schedule makeup lessons online or by emailing [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com) at any time with your teacher or any other Greenhouse Music Group teacher (subject to availability).

No more than three makeup lesson credits can be pending at any time per membership.

If there is no in-person makeup time slot available, your teacher will schedule a virtual lesson or send a curated lesson and practice plan to you. (Curated lessons include video lessons, music files, courses, helpful links and other assignments and are considered a makeup lesson).

If there are no makeup times available with your teacher, you will either receive a video lesson or you have the option to schedule with another Greenhouse Music Group teacher.

Makeup credits have no cash value.



Makeup lessons cannot be rescheduled.

## **Bad weather**

Online lessons are a full replacement for lessons missed due to any closures outside of Greenhouse Music Group's control. These lessons will be a full replacement, and no credit or refunds will be given instead of.

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In the event of an inclement weather cancellation, you will be notified of a studio closure. Classes/Lessons cancelled due to inclement weather or other circumstances beyond our control will not be rescheduled.

## **Sickness:**

Customers and staff will be asked to refrain from coming to lessons if in any way unwell during any Government mandated restrictions. No refund or credit will be given if a student is not attending or asked to leave if at all unwell.

## **Timetabling & changes:**

The pupil will be informed of the lesson day, time and the date of their first lesson before their teaching commences, either by phone, in person or by email. Greenhouse Music Group will aim to confirm all the lesson details by email, but does not guarantee that this will be the case if it deems sufficient confirmation has been provided by other means.

Site-based lessons - if the agreed lesson times or days need to be changed, the pupil will be contacted as far in advance as possible and alternative arrangements will be made to continue the lessons at times and days that suit the pupil and Greenhouse Music Group.

School-based / School Programme lessons –

If the agreed lesson day needs to be changed, the pupil will be contacted as far in advance as possible and alternative arrangements will be made with the school and the pupil for a suitable new lesson time.

If the agreed School Programme lesson time needs to change to a new time, on the same day of the week and within school hours, the pupil will not be informed in advance and will instead be collected at the new time by the tutor.

In order for pupils not to miss the same classroom lessons/ activity each week, Greenhouse Music Group offers a rotating timetable to suit the school and the pupils.

Pupils scheduled for lessons on a rotating timetable will be given the details of the varying lesson times, as will the tutors and the school, so that attendance at the School Programme lessons is not impacted adversely.

## **Absences from students:**

Individual lessons –

If the pupil is unable to attend a lesson please let Greenhouse Music Group know at the earliest time possible, either by email to [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com) or message us: 07761 928215. Emails and messages will be passed on to the relevant tutor(s) – you are welcome to make direct contact with the tutors as well if you choose to.

Where less than 24-hours' notice is given for missing a lesson no catch-up lesson or credit will be given. This lesson is considered forfeited.

Where at least 24-hours' notice of the intended absence is given, this is deemed an "explained absence."

Your or your child's Greenhouse Music Group tutor will arrange a replacement/catch-up lessons for up to two lessons per term for explained absences with you at a mutually agreeable time. This often happens in the form of an extra 30 minutes on your next lesson or an extra 15 minutes on top of your next two lessons or if this isn't possible with the tutors schedule, they will choose a day or two during the first week of the term break to provide this lesson.

Greenhouse Music Group tutors are trained to go above and beyond to help work these replacement/catch up lesson timings out with you, however If you decide that you would prefer to not have this, this lesson is considered forfeited. Please note the onus is on the caregiver/parent to jointly work with their tutor to find a mutually beneficial time. The



tutors are instructed to diligently help in this so please let the main office know if you feel this is not happening.

It is only by managerial discretion that customer credit is placed on a pupils account to the value of a missed lesson. Customer credit is not transferable for money but will be used at the earliest convenience - usually the next term's fees.

#### Group and School Programme lessons –

No catch-up lessons or credits will be provided for an individual's absence from a School Programme / group lesson / band class / choir / or any other group-based tuition activity.

Where the entire group is absent we will endeavour to provide a replacement/catch-up lesson later that term, if we are unable to do this, we may choose instead to place this on your pupil's account as customer credit.

Where a Greenhouse Music Group School Programme tutor is not able to teach, due to illness or a vehicle / mechanical failure, Greenhouse Music Group will arrange for the missed lessons to be caught up at a time that suits the affected school.

### **Absences from teachers:**

#### Tutor Absences –

If the pupil's tutor is unavailable to teach, Greenhouse Music Group will attempt to arrange a cover tutor and give you as much notice as possible.

If this is not possible, the pupil's normal tutor will arrange catch up lessons with the pupil.

A tutor's absence is not counted as one of the two explained absences per term but as an additional replacement/catch up lesson owed.

**Other Absences:**

Unavoidable cancellations –

Greenhouse Music Group cancels any lessons due to events out of its control, customer credit may be given at the discretion of Greenhouse Music Group management.

Greenhouse Music Group diligently attempts to exclude all events planned by the school that conflict with lessons at the start of each term. However we appreciate any parent who notifies us of events that may have been not communicated by the school.

If a school cancels Greenhouse Music Group's teaching due to events out of Greenhouse Music Group's control (sports days / school trips / etc.) the week of that event. It is not Greenhouse Music Group's responsibility to make itself aware of any such event.

Ongoing absences –

If a pupil will be absent for more than three weeks due to medical reasons, a credit may be given, at the discretion of Greenhouse Music Group management.

**Rolling enrollment:**

The lesson agreement between Greenhouse Music Group and the pupil is a rolling agreement that continues into each new term and new year.

The pupils are emailed their invoices towards the end of each term in respect of the following term's lessons, until a cancellation notice is received, as discussed below.

We consider any absence longer than four weeks as a cancellation of lessons, even if for a long holiday and standard re enrolment rules apply.

**Photo/Video policy:**

Greenhouse Music Group may use film or still photographs of students for appropriate promotional purposes.

You (or your parents if you are under 18 years of age) must inform Greenhouse Music Group in writing at any time if you will not allow the use of such images.

We do ask for permission on our enquiry form too to stay in line with GDPR.

Unless requested in writing, Greenhouse Music Group is granted permission to take photographs/videos of the students to use in brochures, websites, posters, advertisements, and other promotional materials Greenhouse Music Group creates. Permission is also hereby granted for Greenhouse Music Group to copyright such photographs in its name.

### **Changes to the Terms and Conditions:**

The Terms and Conditions described above are agreed to upon enrollment and may be changed at any point by Greenhouse Music Group without providing notice to the pupil. A copy of the Terms and Conditions will always be available on our website and may be emailed to the pupil on request.

### **Who to contact in case of question:**

For all general enquiries E: [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com)

For all absence notifications E: [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com)

For all resources queries – workbooks/instrument purchase E: [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com)

For all GMG Music schools programme enquiries E: [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com)

For all GMG site based tuition enquiries E: [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com)

For all term fees related queries E: [hello@greenhousemusicgroup.com](mailto:hello@greenhousemusicgroup.com)

To find us on facebook F: <https://www.facebook.com/profile.php?id=61566618250067>

To call us Ph: 07761 928215 (available during office hours only)

### **Disclaimer:**

Greenhouse Music Group LLP reserves the right to refuse service to any person(s) at any time.

***Policy effective upon enrollment. Your cooperation is greatly appreciated.  
Policies & terms are subject to change.***