

Last updated: 20/10/2025

This document constitutes a contract between parents of students and Drum With Alex (DWA).

1. Payment

1.1 Fees:

(Prices include VAT and are based on 33 lessons delivered per year for drum and guitar lessons)

Payment for your child's lessons is required via a monthly subscription through the Stripe website. Lessons are billed monthly as follows:

School Lessons:

- 30-minute group: £14 per lesson / £38.50 per month
- 20-minute solo: £20 per lesson / £55 per month

Private Lessons (After-School):

- 30-minute solo: £29 per lesson / £79.75 per month
- 60-minute solo: £55 per lesson / £151.25 per month

1.2 Pay-As-You-Go (PAYG):

- Group Lesson (30 Minutes): £14 per lesson
- Individual Lesson (20 Minutes): £20 per lesson
- Individual Lesson (30 Minutes): £29 per lesson
- Individual Lesson (60 Minutes): £55 per lesson.

1.3 Discounts:

- Sibling Discount: A 10% discount is available for siblings
- Loyalty Discount: A 5% discount is offered if your child is enrolled in both drum and guitar lessons with us

Other Discounts: Please note that no other discounts are available beyond those specified above.

1.4 Fee Schedule:

Payments are spread across 12 months, from September to August, to help families budget more effectively. This means that even though no lessons take place in August, you will still be billed for that month. Spreading the cost over the full year helps make the payments more manageable for families.

1.5 Joining Midway Through the School Year:

If you join partway through the school year, you will simply start on the standard monthly payment plan. Fees remain the same each month, ensuring consistency and ease of budgeting.

1.6 Lesson Termination Policy:

One month's notice is required to terminate lessons. This notice must be emailed to Alex at support@drumwithalex.com. This allows us to effectively manage our schedule and accommodate other students.

1.7 Final Payment Upon Notice:

Once your notice is received, we will calculate the total number of lessons your child has attended (regardless of attendance) and compare it with the payments you have made. Your final payment will be scheduled accordingly before cancelling the payment mandate.

Example:

- Your child has attended 14 group lessons from September to January
- The total cost is £196 (14 x £14 per session)
- You have paid £192.50 (5 x £38.50 per month from September to January)
- You will owe £3.50, which will be billed as your final payment.

2. Timetable & Schedule

2.1 Lesson Schedule:

Your child will receive 33 lessons across the academic year, running from September 2025 to July 2026.

2.2 School Holidays:

Please note that lessons do not take place during school holidays. We operate on a term-time-only basis.

2.3 Closures for 2025/26:

- October Half Term: 1 week (w/c 27th October 2025)
- Christmas Holidays: 2 weeks (w/c 22nd December 2025)
- February Half Term: 1 week (w/c 16th February 2026)
- Easter Holidays: 2 weeks (w/c Monday 30th March 2026)
- May Half Term: 1 week (w/c Monday 25th May 2026)
- Summer Holidays: 6 weeks (w/c Monday 19th July 2026)

2.4 Missed Lessons:

All missed lessons, unless due to teacher absence, will be charged. Unfortunately, lessons missed due to short-term illness, school events/trips, or last-minute absences cannot be refunded or rescheduled. This policy also applies to non-emergency school closures with less than 48 hours' notice. Rescheduling lessons is challenging due to teacher availability and the complexity of coordinating timetables.

2.5 Teacher Absence:

If a teacher is absent, we will provide a suitable cover teacher whenever possible. If this is not feasible, a free lesson will be credited.

2.6 Timetables:

Timetables are subject to change each half term to minimise disruption. On occasion, lessons may extend into break or lunchtime to accommodate all students.

2.7 Changing Your Time Slot:

Changes to your time slot are subject to teacher availability.

2.8 Extra Lessons:

Additional lessons can be arranged upon request.

3. Legal

3.1 Administration:

While your school hosts the lessons, all administrative matters, including emails, payments, and timetables, are managed exclusively by Drum With Alex.

3.2 Data Protection/GDPR Policy:

Drum With Alex is committed to protecting your privacy and adheres to the Data Protection Act and General Data Protection Regulation (GDPR). Any personal information collected is used solely for administering music lessons. We may occasionally contact you with information about our products and services. You can unsubscribe at any time.

3.3 Insurance:

- Drum With Alex teachers have enhanced DBS checks and maintain valid public liability insurance.
- Our teachers comply with your school's procedures and policies.
- Drum With Alex is not liable for damage to personal property during or outside of lesson times.

3.4 Liability:

Drum With Alex carries appropriate insurance coverage to safeguard against unforeseen incidents.

3.5 Safeguarding:

Our teachers adhere to your school's safeguarding policies and participate in relevant training.

3.6 Student Behaviour/Code Of Conduct:

We expect all students to behave respectfully and politely at all times, both towards the teacher and the equipment. Our teachers are authorised to address any disruptive behaviour and may remove a student from class if necessary. Please remind your child to follow instructions and always do their best.

3.7 Teacher Code Of Conduct:

Our teachers are experts in their field, providing tailored tuition to meet the individual needs of each student and ensuring a high-quality learning experience.

4. Other Information

4.1 Lesson Materials: All necessary equipment will be provided during lessons. However, students are required to bring their own books and any necessary accessories to each lesson. We do not offer instrument rentals. Additional lesson materials and resources will be provided by your child's teacher.

4.2 Tote Bags and Notebooks:

Each child will receive a free tote bag and notebook, which are theirs to keep forever. If a replacement is needed, tote bags and notebooks are available for purchase at £5 each.

4.3 Practice: Regular practice at home is strongly encouraged to ensure continual progress.

4.4 Exams: Optional exams are available throughout the year. For more information, please contact Alex at support@drumwithalex.com.

4.5 Parental Communication: Parents will receive regular updates on their child's progress through reports at Christmas, Easter, and Summer. Periodic updates may also be provided via email or other agreed-upon communication methods.

5. Contact Information

5.1 Contact Information

If you have any questions or need assistance regarding these terms and conditions, please contact us using the following methods:

- Email: support@drumwithalex.com
- Phone: 07717 582055
- Website: <https://www.drumwithalex.com>

We are here to help and ensure a smooth experience with Drum With Alex.

5.2 Ensuring Email Delivery

To ensure that you receive all important communications, confirmations, and lesson reminders from Drum With Alex, please take the following steps:

- Add to Address Book: Add our primary email address support@drumwithalex.com to your email address book or contact list. This helps prevent our emails from being mistakenly marked as junk or spam by your email provider.
- Whitelist Email Reminders: Lesson reminders and other important notifications are sent via My Music Staff using the email address noreply@mymusicstaff.com. Please also add this address to your address book or whitelist it to ensure that you receive these reminders without interruption.

6. Signature & Agreement

6.1 Changes to This Contract:

We reserve the right to modify the terms and conditions of lessons as necessary. While we strive for accuracy, please understand that changes may occur from time to time. You will be notified of any updates.

6.2 Signature:

By participating in our music lessons, you acknowledge that you have read, understood, and agree to the terms and conditions outlined in this agreement. Please provide your name and email address as your digital signature.

- I have read and agree to the terms and conditions: YES/NO [Please delete]

- Please enter your full name:

- Please enter your email address:

- Please enter your child's full name (ensure accuracy in spelling):

- Please enter your child's school or select 'Private Lessons' if they attend lessons with Drum With Alex after school:

- Date of Agreement: