

Not Another Singing Teacher: General Terms and Conditions

Introduction

Please read the following General Terms and Conditions carefully upon receipt.

This document governs the working relationship between yourself as a student (and/or as a parent/carer when the student is under the age of 18) and “Not Another Singing Teacher”, a trading name of Not Another Theatre Company Ltd. Registered in England and Wales (Company No. 12506666). Registered Office Address: The Cottage, Ridgewood Community Centre, 244 Station Road, Yate, Bristol BS37 4AF.

Having read this document an acceptance signature is not required. Acceptance is instead given by the subsequent non-withdrawal of acceptance prior to the commencement of your first confirmed session or the re-commencement of sessions following (re-)publication of this document. Should acceptance be withdrawn prior to commencement or re-commencement, any tuition fees already received will be promptly refunded.

Booking process

All sessions will be invoiced retrospectively, on a monthly basis.

Session availability can be requested in person, via telephone, email, text message or messenger.

Sessions shall be confirmed verbally or in writing, until such time they will be generally available on a ‘first come, first served’ basis and may be re-allocated without prior notice.

Whilst every effort is made to retain ‘usual time slots’ for students, this may not always be possible.

Duration and location

Each session is 30 minutes in length starting promptly at the mutually agreed time.

Sessions may be extended beyond 30 minutes upon request, subject to availability and prior confirmation.

All sessions take place in our dedicated teaching space at The Cottage, Ridgewood Community Centre, 244 Station Road, Yate, Bristol BS37 4AF.

Fees and payment

All payments are processed by Not Another Theatre Company Ltd using QuickBooks accounting/invoicing software and are treated as non-refundable.

Sessions are priced at £18.00 on a 'pay as you go' basis. Bulk purchase discounts may be periodically available (e.g. purchase 10 lessons for the price of 9), however such offers should be treated as time sensitive and may be withdrawn without prior notice.

Additional services such as exam entry, showcase performances, personal equipment and learning resources may incur additional costs which will be communicated in advance.

Payment must be made via BACS transfer (preferred), or online via Debit/Credit Card or by PayPal. Payment instructions including bank details are included on each invoice. We are a cashless business and as such are unable to accept any other method of payment. Electronic payment receipts are available upon request.

All online Credit/Debit card payments are processed using QuickBooks accounting/invoicing software and/or PayPal acting as third parties. Not Another Theatre Company Ltd will not have visibility of, and therefore will not process or hold any card details used at any time.

Fees may be reviewed from time to time and are subject to change/increase. Any changes to fees shall be confirmed in writing giving as much prior notice as possible. Any existing confirmed sessions will be honoured at the existing rate.

All invoices are issued with an issue date, a payment due date and 30-day payment terms as standard. A late payment/administration fee of £10.00 will be applied 1 day after the stated payment due date. A further late payment/administration fee of £15.00 will be applied 30 days after the stated payment due date. Not Another Theatre Company Ltd will never apply fees in excess of £25.00 on any single invoice. Failure to settle overdue invoices after 60 days from the stated payment due date will result in the immediate suspension and/or termination of all future tuition. Re-instatement of tuition is thereafter subject to all outstanding balances being settled in full and will remain at the sole discretion of Not Another Theatre Company Ltd.

Arrival and departure

Please arrive at The Cottage, Ridgewood Community Centre to begin your session at the mutually agreed time. Our teaching space is signposted with off-street car parking located outside.

Unless otherwise agreed, upon arrival please ring the doorbell located inside the main reception for attention. For safeguarding purposes students shall always be met by the teacher and remain accompanied at all times whilst on site.

Please do not arrive earlier than 5 minutes before your agreed start time as a previous session may still be in progress.

Parents/carers should be prepared to collect students under the age of 18 promptly in person from the main reception, 30 minutes after the agreed session start time. Should parents/carers wish for students to leave the premises unaccompanied please provide prior confirmation in writing.

It should be noted that both the Ridgewood Community Centre management and Not Another Theatre Company Ltd accept no responsibility for any loss, damage or theft to vehicles and/or personal belongings when visiting our premises.

Rescheduling/cancellation

Sessions may be rescheduled and/or cancelled with a minimum of 48 hours prior notice from the mutually agreed start time. This is to allow sufficient time and resource to re-allocate the session. In this event, any advance payments made may be transferred to a new mutually agreed date/time.

Should less than 48 hours prior notice be given for any reason (including illness), any advanced payment made shall be retained in order to cover loss of earnings. If the session is being invoiced retrospectively payment will be required in full.

Unavoidable postponement

Regrettably, due to illness and/or unavoidable circumstances it may necessary for the teacher to postpone a session from time to time. In this event, as much prior notice shall be given as possible and any payment made shall always be transferred to a new mutually agreed date/time slot.

Not Another Theatre Company Ltd is unable to offer any compensation for loss of earnings, travel arrangements and/or similar circumstances as a result of unavoidable session postponement.

Termination of tuition

Not Another Theatre Company Ltd reserves the right to terminate sessions and/or refuse tuition solely at our discretion and without prior notice or explanation given.

Example scenarios for the termination of sessions include, though should not be treated as an exhaustive list: non-payment of fees; repeated rescheduling/cancellation of sessions, poor punctuality resulting in disruption; inappropriate behaviour; failure to comply with safety procedures.

Actions which result in the loss of earnings, damage to equipment or premises shall be chargeable.

CCTV

CCTV is located within Ridgewood Community Centre for the safety of all staff and visitors. Cameras are operated and footage reviewed by the centre management with Not Another Theatre Company Ltd having no direct access to this footage.

In addition to the CCTV operated by Ridgewood Community Centre, we reserve the right to operate CCTV within our own teaching space(s) with a view to maintaining the safety of both teachers and students. Any recorded footage is securely held and will never be shared with any third party (unless required, for example, to aid the purposes of criminal proceedings) in accordance with Not Another Theatre Company Ltd's Privacy Policy which is available upon request.

Insurance, safety certifications and training

Relevant insurance (including Public Liability Insurance), safety certifications (including Enhanced DBS Certification), general health and safety and first aid training is undertaken and regularly kept up to date and/or held either by Not Another Theatre Company Ltd and/or by Ridgewood Community Centre as appropriate. Further information is available upon request.

Additional services

In addition to singing tuition, Not Another Theatre Company Ltd offer services including singing therapy, vocal massage and first aid through Not Another Singing Teacher, and performing arts tuition for children through Not Another Stage School.

There are separate Terms and Conditions for each of these services including, where appropriate, liability waivers, specific safeguarding requirements, different session durations and fees.

Full details for all such services will be made available upon initial enquiry or upon request, prior to the commencement of any additional service.

Contact information

In relation to tuition, payment fees and general correspondence please contact Not Another Theatre Company Ltd by email: accounts@notanother.org.uk, or by social media/messenger.

For all other enquiries, including safeguarding, policies, complaints and procedures please contact:

Not Another Theatre Company Ltd
The Cottage, Ridgewood Community Centre
244 Station Road
Yate
Bristol BS37 4AF

Email: info@notanother.org.uk

Telephone: 01454 537 552 (Monday-Friday, 8am-8pm)

Revisions

This document was originally created on 14 September 2020 by Not Another Theatre Company Ltd.

This document was last reviewed and updated on 1 September 2024.