



Welcome Parent/Guardian and Student!

Thank you for expressing an interest in enrolling your child in our peripatetic lessons at your primary school! We will be delighted to have you with us.

Please find the key information about the lessons below:

Timetable Access: You should have received a live link to the timetable in this email. We recommend saving or pinning this link/email for easy access on your device, allowing you to check the live timetable regularly. While occasional changes may occur, we will always notify you of any lesson changes at least 72 hours in advance. If you need to request a schedule change, please consult this link and provide at least 72 hours' notice for the change to be authorised.

Attendance: All students are expected to attend their lesson at the scheduled time. Tutors usually collect students as is standard in a primary school, but please let the tutor know which class your child is in to help them locate your child for their lessons.

Absences: Parents are responsible for notifying us of any absence, including school trips, exams, or any other reason a lesson will be missed. If we are not informed within the 72-hour notice period, the lesson will be marked as absent and will still be chargeable. Lessons with properly notified absences will be rescheduled.

Equipment: All students are required to bring their own equipment and books. Specifically, guitar students must bring their own guitar, and drum students must bring their own drumsticks to lessons.

Contacting the Tutor: The tutor's email address will be visible on the timetable link should you wish to contact them.

Parent Portal: The Parent Portal is available upon request. It provides access to lesson logs, the register, homework tasks, and your payment plan. Please let us know if you would like access to set up an account.

Direct Debit Payments: Please note that your monthly direct debit amount is an equal breakdown of the total number of lessons quoted from your start date until the end of the academic year. Therefore, it will not reflect the exact number of lessons received each specific month. The final payment for the academic year is due in August, and your plan will automatically renew in September for the following academic year.

Cancellations: Should you decide to discontinue the lessons, you are required to complete a cancellation form: <https://xyzmusicacademy.com/cancellation-of-services/>

- The cancellation notice for one-to-one lessons is 2 weeks (2 lessons).
- The cancellation notice for shared/group lessons is a full term (approximately 10–12 lessons).

If you have any questions, please do not hesitate to reach out! For more information on our terms and conditions, please visit our website: <https://xyzmusicacademy.com/terms-of-business/>

Thank you once again for enrolling with us; we hope your child enjoys the lessons!

Duncan Lee & The XYZ Team