

## Music Hub Terms and Conditions Policy Document for Parents

### One-to-one instrumental lessons - Online

- ♪ We will provide skilled and experienced music teachers to teach thirty 30-minute lessons during the academic year.
- ♪ 45-minute or 60-minute lessons are also available by request.
- ♪ Music lessons will occur **during the school day/after school** on Microsoft Teams.
- ♪ A parent or responsible adult must be present during the scheduled lessons.
- ♪ All instrumental lessons will be recorded and stored in Microsoft Teams.
- ♪ Lesson times are limited and will be organised by the Instrumental tutor.
- ♪ All students are required to have their own instrument (hired or purchased), purchase the recommended repertoire, and pay for exam fees (where applicable).

### Paired instrumental lessons - Online

- ♪ These lessons will be provided on the same basis as the one-to-one lessons as above.
- ♪ These lessons are suitable for beginner students only (up to Grade 2 ABRSM level).
- ♪ Students will be paired according to age and instrument so there may be a waiting list for lesson availability.
- ♪ Teachers will advise when they recommend that a student should move to individual lessons in order to make the best progress.
- ♪ These lessons will be delivered online using Microsoft Teams.

### Face-to-face Lessons – Saturdays at Wellington Academy Al Khail

- ♪ Face-to-Face Lessons on a Saturday at GEMS Wellington Academy, Al Khail (WEK) can be organised upon request. Please contact [musichub@deltalearning.ae](mailto:musichub@deltalearning.ae) to check availability (subject to KHDA restrictions).
- ♪ Lessons on a Saturday will be scheduled in advance and time slots will be fixed.
- ♪ Students should arrive 5-10 minutes early to their lesson to sanitize and wash their hands.
- ♪ Teachers will sanitize the teaching room and instruments if borrowed.
- ♪ Face masks should be worn at all times.

### **Face-to-face Lessons – After school in selected GEMS Schools**

- ♪ We will provide skilled and experienced music teachers to teach thirty 30-minute lessons during the academic year.
- ♪ 45-minute or 60-minute lessons are also available by request.
- ♪ Music lessons will occur **after school** in selected schools. Please check with [musichub@deltalearning.ae](mailto:musichub@deltalearning.ae) for availability (subject to KHDA restrictions).
- ♪ Students should arrive 5 minutes early to their lesson to sanitize and wash their hands.
- ♪ Teachers will sanitize the teaching room and instruments if borrowed after every lesson.
- ♪ All students are required to have their own instrument (hired or purchased), purchase the recommended repertoire, and pay for exam fees (where applicable).
- ♪ **Face masks should be worn at all times.**

### **Group instrumental lessons**

- ♪ These lessons will be provided on the same basis as the one-to-one and paired lessons as above, but for some lessons on a Saturday at WEK, Music Hub will provide instruments for the lessons.
- ♪ These lessons are suitable for beginner students only (up to Grade 2 ABRSM level).
- ♪ Students are required to bring a notebook to lessons to make notes for practice at home.
- ♪ Teachers will advise when they recommend that a student should move to paired or individual lessons in order to make the best progress.

### **Payments**

- ♪ Music fees may be paid termly or for the full academic year.
- ♪ Parents are notified of registration dates for the upcoming term via email.
- ♪ **Fees must be paid in full and in advance before the designated registration day.**
- ♪ **Only once payment is made will your child's instrumental / voice lessons be scheduled.**
- ♪ Where late payment is made, students will not be entitled to catch up lessons for any lessons missed during the period of non-payment.
- ♪ Late registrations will only be considered in the first two weeks of term and are subject to teacher availability.

### Refunds

- ♪ We operate a “**no refund policy**”.
- ♪ Payment for lessons indicates an acceptance of the terms and conditions outlined in this policy.
- ♪ Refunds will only be issued where lessons cannot be offered in accordance with the terms and conditions as outlined in this policy.
- ♪ Exceptional refunds may be granted at the management’s discretion but will incur an AED 350 administrative charge plus a deduction for the number of lessons taught at the time the refund was requested. Approved refunds will normally be by cheque and take a minimum of 20 working days to process.
- ♪ We reserve the right to terminate lessons should a student behave inappropriately or frequently miss lessons with no refund available.

### Attendance

- ♪ It is the students’ responsibility to ensure they attend lessons punctually.
  - Face- to- Face, students should arrive 5-10 mins early.
- ♪ For younger students, parents should write the lesson time each week in the home/school communication book.
- ♪ Music Hub has access to school calendars but parents are required to inform teachers regarding school trips/ visits/ events that will have an impact on a scheduled Music Hub lesson.
- ♪ Music Hub will send timetables to the music department in each school and recommend that parents also send a copy to the relevant class/homeroom teacher.
- ♪ Students in Years 11, 12 and 13 (Grade 10, 11 and 12) who have study leave during the year will be expected to attend their lessons, which may be arranged at mutually convenient times with the teacher.

### Absences

- ♪ We will reschedule lessons missed due to public holidays and staff absence, and wherever possible, at least one lesson per term missed due to a school event or sick leave where notice is given.
- ♪ We will not be obliged to reschedule lessons missed due to family holidays or outings taken during term time, student forgetfulness, or extended student illness.

- ♪ Parents are required to give 24-hour (or more) advance notification to their child's music teacher in the case of any absence – including illness, school trips/ visits/ events. This increases the likelihood of the teacher being able to schedule a make-up lesson.
- ♪ Parents are required to notify the music teacher if a student will be absent from school/ lessons unexpectedly (for example due to illness) before 7:30am on the day of the lesson. This increases the likelihood of the teacher being able to schedule a make-up lesson.

### **Performance opportunities**

- ♪ We will organise appropriate concerts, competitions and workshop opportunities for students during the academic year where possible both online and in person.
- ♪ Music Hub will advise GEMS schools regarding students learning with us so that these students can be considered to perform at a range of school and music concerts/workshops, if deemed to be concert-ready by their teacher, as these arise.
- ♪ Students will be offered the opportunity to participate in the Saturday Choir/ Ensembles at WEK/online as appropriate and may from time to time have the opportunity to be involved in wider GEMS events and competitions.
- ♪ Ensemble performance and rehearsing will improve the musical ability and performance skills of students and Music Hub actively encourages all students to participate in their school Choirs and other ensembles.

### **Reporting & Assessment (one-to-one and paired lessons only)**

- ♪ Students will be issued with a Practice Diary in which brief instructions on practice tasks will be written by the teacher at the end of every lesson. Parents are requested to remind their child to take their Practice Diary to, and bring it home from, every music lesson.
- ♪ Our music teachers will provide a progress report at the end of each term. For Terms 1 and 2, this will constitute a brief report in the Practice Diary, and for Term 3, parents will receive a more detailed report. Please note that copies of these reports will be issued by email and will not be held centrally by Music Hub.
- ♪ We advise students to take lessons only with their designated music teacher. More than one teacher can prove detrimental to a student's progress.

### **Communication**

- ♪ Parents are welcome to informally attend their child's lesson but should seek approval from the Music Hub Manager beforehand.
- ♪ We expect parents to support and encourage their child's practice at home and communicate regularly with the teacher through the Practice Diary (one-to-one and paired lessons) or notebook (group lessons).
- ♪ Note that a replacement fee of AED 50 will be charged to replace a lost Practice Diary.
- ♪ Any queries or feedback should initially be addressed to the music teacher.

### **Media and publicity**

- ♪ Music Hub will take photographic and video images of lessons from time to time.
- ♪ Music Hub will record all online lessons for safeguarding purposes.
- ♪ Music Hub will take photographic and video images of all events, concerts and competitions.
- ♪ These images will be used for marketing and publicity purposes, including on social media, by Music Hub.

Making payment for lessons, or participating in a Music Hub event indicates an agreement to the terms and conditions outlined above.

### **GEMS Music Hub**

[musichub@deltalearning.ae](mailto:musichub@deltalearning.ae)  
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