

Sound Roots – Terms & Conditions for Private Pupils

(Consolidated September 2025)

Introduction

These Terms & Conditions supersede all prior documents. By agreeing to receive lessons with Sound Roots, you accept the following terms.

1. Engagement of Services

- 1.1 Sound Roots provides professional tutors to deliver instrumental lessons.
 - 1.2 Lessons will be delivered in line with agreed timetables.
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2. Lesson Commitment & Notice

- 2.1 Sound Roots aims to deliver **6 lessons per half term**.
 - 2.2 Additional lessons may be offered, for example during longer terms or in readiness for performances, exams or auditions, but will not fall below without prior notification.
 - 2.3 Ending or pausing lessons requires **6 lessons' notice**, given in writing by email. This applies equally to parents and tutors.
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3. Cancellations

- 3.1 If you need to cancel, please give as much notice as possible.
 - 3.2 Lessons cancelled with less than 24 hours' notice may still be charged.
 - 3.3 Sound Roots will try to arrange a replacement if you request one, or reschedule with your tutor for a different time/date. In the event that the lesson cannot be rearranged you will not be charged providing you have given more than 24 hours' notice.
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4. Fees & Payment

4.1 Fees are payable in advance for each half term.
4.2 Refunds or credits will only be given in line with the 6-lesson notice policy.
4.3 Fees are reviewed annually and benchmarked against Musicians' Union guidance.
4.4 For pupils receiving lessons in their own home, to keep travel arrangements fair and consistent across all private pupils, we operate a clear travel policy:

- Tutors will travel up to 5 miles each way to a pupil's home free of charge.
 - For any mileage beyond 5 miles, travel will be charged at the Musicians' Union rate of £0.56 per mile.
 - If the distance is not practical for the tutor, they may offer alternative arrangements, such as teaching at a suitable location of their choosing, or teaching online instead.
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5. Safeguarding & Conduct

5.1 All Sound Roots tutors hold enhanced DBS checks.
5.2 Pupils should be punctual, prepared, and respectful during lessons.

6. Confidentiality & Data

6.1 All pupil and family information is treated confidentially.
6.2 Data is handled in compliance with GDPR.

7. Liability

7.1 Sound Roots is not liable for injury, loss, or damage except where caused by negligence.

8. Force Majeure

8.1 Sound Roots is not responsible for failure to deliver lessons due to events beyond reasonable control (e.g. strikes, public health emergencies).

9. Governing Law

9.1 These Terms are governed by the laws of the location in which lessons are delivered.

10. Non-Compete

7.1 During engagement and for 12 months afterwards, pupils / parents / guardians must not directly engage Sound Roots tutors without written consent.

7.2 Breach of this clause may result in legal action

11. Policy Updates

Sound Roots may review and update these Terms periodically. Pupils / Parents / Guardians will be notified in writing of any changes. Continued acceptance of lessons under these Terms constitutes acceptance of the updated version.

12. Acceptance

By agreeing to receive lessons delivered by Sound Roots, you acknowledge and accept these consolidated Terms and Conditions.