

Carer Agreement (Terms and Conditions) 2024

Our **Online Registration Form** asks you to agree to the Terms and Conditions below when you accept your child's place at CYM.

1. Fees and Notice Periods

- 1.1 I agree to pay the annual fee (subject to any agreed discount) in full (or proportion thereof if starting after the commencement of the academic year) within 30 days of receipt of invoice, or in an agreed number of instalments i.e. termly or by standing order over 10 months from October to July.
- 1.2 I understand that the full annual fee includes the programme fee and any additional paid-for provision I have requested (such as additional/extended 1:1 tuition). Fees are reviewed annually by CYM.
- 1.3 I understand that if I fail to pay the fees when requested, CYM is entitled to exclude my child from programme activities and that I will still be liable for the full annual fee.
- 1.4 I understand that students are expected to remain at CYM for a full academic year (or remainder of the academic year if tuition commenced after the start of the year) and that if I wish to withdraw my child at the end of the current academic year, I must notify the Head of CYM in writing by April 1st. If notification is received after this date, I will be liable for the fees for the autumn term as outlined in section 1.8 below.
- 1.5 I understand that if I withdraw my child from CYM at any time during the year the full annual fee (or proportion of annual fees if my child started after the commencement of the academic year) will still be payable unless dispensation has been granted by the Head of CYM. (See 1.6 & 1.7 below)
- 1.6 I understand that, in exceptional circumstances (e.g. bereavement or material change to personal circumstances), CYM may offer fee dispensation if my child does not complete a full academic year. In the first instance, I must send a letter to the Head of CYM stating when my child will be leaving giving full details of reasons. **A full term's notice must be given, where possible.** Notification of any dispensation in fees offered by the Head of Centre will be given in writing.
- 1.7 I understand that if I wish to discontinue any additional paid-for provision I have requested for my child (e.g. a second study or 1:1 lesson extension) **I must give a full term's notice writing to the Head of CYM.** In cases where studies are being discontinued at the end of the Autumn or Spring Terms, and provided the correct notification is received as indicated above, there will be a proportional reduction in fees. **No reduction in fees will be offered if a full term's notice is not received.**
- 1.8 If I wish to withdraw my child at the end of the academic year **I understand that the following fees will apply if I give insufficient notice of withdrawal:**
 - If notice is received after 1 April up to 1 June half a term of the annual fee for the following academic year will be charged.
 - If notice is received after 1 June up to 1 September one full term of the annual fee for the following academic year will be charged.

- If notice is received after 1 September the full annual fee for the following academic year will be charged.

2. Attendance and leave of absence

2.1 I understand that students are accepted into CYM on the condition that they attend regularly and make satisfactory progress. I understand that when students wish to be absent from CYM, permission must be requested in writing **at least 7 days in advance**, and I agree to my child not arranging other activities on a term-time Saturday or concert day until permission for absence has been granted.

2.2 I understand that **CYM is unable to give permission for my child to miss concerts or important rehearsals**. Leave of absence will normally be granted for days when a student is not involved in a concert, an important rehearsal, or other important event. Repeated absence can be detrimental to a student's own musical progress and very disruptive to ensemble work. For this reason, the Head of CYM will normally only grant a student **one absence per term**. Absence from Saturdays may reduce a student's chances of participation in Chamber Music or other special opportunities. Written requests for known absence should be made as early as possible.

2.3 I understand that, if a student is unwell and unable to attend CYM, the Centre should be notified as soon as possible, ideally before 8:30am on a Saturday.

2.4 I understand that CYM is unable to refund or make-up lessons missed through student absence.

3. Term dates and timetables

3.1 I understand that term dates for each academic year shall be provided during the preceding Summer and, once confirmed, will also be displayed on the CYM website. Term dates, timetables and activities offered are subject to change each year.

3.2 I understand that CYM takes a holistic approach to learning and, on occasion, may schedule special activities designed to further enrich students' learning which might impact on their ability to attend their regular timetable. There will be no make-up lessons or refunds offered for missed or shortened sessions as a result of such activities or changes to the schedule.

3.3 I understand that the CYM timetable includes many parts and limitations and that CYM may not be able to accommodate specific individual requests. I agree that my child should remain available on Saturdays from 9.00am until 5.00pm until their individual timetable has been confirmed each year. I understand that if CYM is unable to meet any specific individual requests, these Terms and Conditions will still apply in full.

4. Contact and communication

4.1 I understand that email is the primary mode of communication with CYM. I agree to provide CYM with an email address that can be used for all communications and

to check this regularly for important information. I will promptly update CYM with any changes to my email address.

4.2 I understand that by accepting my child's place at CYM, I will become an active participant on the CYM mailing list. Should I choose to withdraw my child, I will remain on CYM's alumni mailing list until I request removal by emailing CYM.

5. Medical and access needs

5.1 To help CYM best meet my child's needs, I agree to provide relevant medical or additional needs information, along with emergency contact details, at the point of registration. I also agree to promptly notify CYM of any changes to this information.

5.2 If my child becomes ill or incapacitated, I agree to first aid treatment being administered by a trained first aider.

6. Premises

6.1 I understand that CYM activity takes place across multiple sites, which are within a short walking distance of each other, and that one of these sites is open to the public. I also understand that all three sites have communal spaces shared by parents, students, staff and other members of the CYM community.

6.2 I understand that I will not be permitted to attend my child's lessons unless this has been agreed with CYM in advance. Access to ensemble rehearsals is at the discretion of the ensemble leader. Parents and siblings not engaged in activities may wait in any of the designated communal areas.

6.3 As part of their rental agreements with venues, CYM must vacate the premises hired when required. In the **unlikely** event that CYM is required to vacate the premises for reasons beyond its control, I understand that CYM will not provide refunds or make-up sessions for any provision that cannot be delivered.

7. Code of Conduct, Rules, Regulations and Your Liability

7.1 I have reviewed the Code of Conduct with my child and agree to uphold and follow this whilst attending CYM.

7.2 I understand that CYM is unable to take responsibility for the supervision of students when they are not engaged in scheduled activity (e.g. during any breaks in their timetable). This includes when travelling between different sites.

7.3 I understand that children in Year 5 and under must be supervised by an appropriate adult at all times when not engaged in scheduled activity, while supervision for students in Year 6 and above is at the discretion of the parent/carer.

7.4 I agree to take full responsibility for any actions my child takes whilst onsite. I will cover any costs or damages resulting from their actions, ensuring that CYM, its contractors, and employees are not held liable for these expenses.

7.5 I understand that in the event of grave misconduct by my child, the Head of CYM will have the right to exclude or suspend my child immediately and that in the event of such

exclusion or suspension no proportion of CYM fees will be refunded. **(See Code of Conduct and Disciplinary Policy)**

7.6 I understand that CYM reserves the right to withdraw a student from any activity at any time on the grounds of safety or unsuitability.

8. Valuables and lost property

8.1 CYM cannot accept responsibility or liability for any personal valuables brought to the venue, including items that are lost, damaged, or left behind.

9. Filming and photography

9.1 Filming and photography are prohibited at CYM with the following exceptions:

- Unless directed otherwise, parents/carers may film and photograph internal events (e.g., concerts and recitals). This is on the understanding that the material captured focuses on their own child's participation, is for personal use only and not shared on any public forum. This arrangement relies on all parties agreeing to these terms. If a parent is unhappy with this arrangement, they should inform CYM in writing before the event in which their child will participate.
- Students may also film/photograph their own participation in events to support their learning. This material must focus solely on their involvement and not be shared or posted on any public forum without written consent from any other visible/audible individuals.
- Students may request to film/photograph tutor demonstrations to support personal learning. Permission must be sought from the tutor in advance. This material should be for personal reference only, not shared, and deleted after use. No other students should be filmed.

9.2 CYM's filming and photography activities will comply with the guidelines in the Photography/Video Footage Consent Form.

10. Other

10.1 I agree that my child will not take instrumental lessons outside CYM (unless with my child's CYM teacher) on instruments studied at CYM unless permission has been granted by the relevant CYM Head of Department.

These terms and conditions are subject to change from time to time. Parents/Carers will be notified in writing in advance of any such changes. Carers may read the word 'child' as 'ward' if preferred.