

## Carer Agreement (Terms and Conditions) 2026

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

**Important note regarding new students joining CYM in September 2026:** Upon accepting a place at CYM, families commit to paying the full first year's fees. If a student withdraws before the start of the academic year, the full annual fee will still be payable.

### 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 may exclude my child from programme activities with immediate effect, and 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 before the first teaching Saturday of the summer term. 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 can 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 on or after the first teaching Saturday of the summer term 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 cannot take responsibility for supervising students when they are not engaged in scheduled activity (e.g. during any breaks in their timetable). This includes when travelling between different sites. Pastoral staff are available at each site should students require support at any time.

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.***

## CYM CODE OF CONDUCT

*Updated June 2024*

### **Culture and Ethos**

We hope that when you attend CYM you find a safe, welcoming and inclusive community. We are committed to providing an environment where all adults and young people are treated with dignity and respect, fostering a culture that acknowledges and values diversity and individuality. We request that students at CYM always uphold our beliefs and values through their conduct, and expect this to be reciprocated by staff, parents and other visitors.

### **Equal Opportunities Statement**

*CYM is a Division of The Guildhall School, which in turn is a Department of the Corporation of London, which has a comprehensive equal opportunities policy to which the Centre is fully committed. Its aim is to ensure that everyone receives fair treatment regardless of sex, sexual orientation, race, nationality, ethnic origins, colour, creed, disability, marital status, age, trade union or political beliefs. All students are expected to adhere to the principles of this policy.*

## **INTRODUCTION**

1.1 This Code applies to all students enrolled in a CYM programme or course.

1.2 The Code is applicable to breaches of discipline and allegations of student misconduct made by students, parents/carers of students, staff or others connected to CYM.

1.3 Complaints against Centre staff are handled through the CYM Complaints Procedure.

1.4 Allegations of breaches of this Code should be submitted **in writing** to the Head of Centre (HoC). Initial complaints or concerns may also be reported to any senior staff member (e.g. Heads of Department). Verbal complaints must be followed up in writing. The HoC can respond to allegations by:

- Dismissing trivial, vexatious, or unsupported allegations.
- Addressing minor poor behaviour through informal procedures (see Section 3 of the Disciplinary Procedure).
- Addressing repetitive behaviour of a minor nature or behaviour of a more serious nature through formal procedures (see Section 4 of the Disciplinary Procedure).

1.5 This Code also covers attendance, performance, tuition, and submission of academic work.

1.6 The Centre's jurisdiction under this Code extends beyond its premises to any place where a student is present due to their status as a student, including external engagements.

1.7 CYM students must follow all lawful regulations and directions issued by the Centre, Principal, or other members of staff, including this Code of Conduct.

1.8 The HoC has a duty to ensure that students and their parents/carers are aware of relevant policies, codes and regulations and to advise on their interpretation. See Appendix B for a list of important documents and policies which can be requested from CYM at any time.

1.9 Students and their parents/carers are responsible for familiarising themselves with the Centre's regulations and expected standards of conduct. Ignorance is not an excuse for non-compliance.

1.10 Centre regulations complement the general law. Students and their parents/carers remain subject to the law, whether on or off Centre premises.

1.11 The Centre will uphold principles of fairness and transparency by:

- Informing students of any allegations made against them.
- Inviting students to respond to allegations and have their parents/carers present in serious matters.
- Permitting parents/carers to appeal major disciplinary actions to a Disciplinary Appeal Committee, except suspensions pending investigation (refer to sections 2 and 4 of the Disciplinary Procedure).

1.12 Students making false or vexatious allegations may face disciplinary action.

1.13 While this Code primarily focuses on student behaviour, we also depend on parents/carers to actively support their child's studies and adherence to these guidelines. The Centre reserves the right to withdraw a student's place if we observe a lack of such support or if a parent's conduct is inappropriate, as outlined in this Code for students.

## 2 GENERAL CONDUCT

**2.1 Respect for Others:** We expect all students to be kind and considerate to everyone, this includes showing respect for the rights, privacy, and belongings of others.

**2.2 Proper Behaviour:** Students must not disrupt the smooth running of the Centre or harm its reputation. Any behaviour that interferes with the Centre's functioning will be investigated as misconduct. Examples of such behaviour are listed in Appendix A (other behaviours not listed may also be found to be misconduct).

**2.3 Health and Safety:** It's important for all students to act in a way that keeps themselves and others safe during activities.

**2.4 Filming and Photography:** Students may film/photograph their own participation in internal 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 also 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. **All other filming and photography at CYM is prohibited** unless agreed in advance with the Head of Centre.

**2.5 Noise Level:** Students should avoid making excessive noise that could disturb, annoy or harm others on Centre premises.

**2.6 Respect for the Environment:** Students are expected to help keep the Centre clean and tidy by disposing of litter properly and not damaging the premises.

**2.7 Animals in the Centre:** Except for guide dogs for disabled students and authorised visitors, animals are not allowed in the Centre premises. We kindly ask anyone requiring assistance from a guide dog to discuss this with us in advance. This allows us to ensure the comfort and safety of everyone, especially those with phobias or allergies.

**2.8 Identification:** Students should provide their full name to any CYM staff member on request. Staff members can be identified through their CYM Photo ID.

**2.9 Consequences:** Not following the rules mentioned in 2.3 to 2.8 above will also be considered misconduct.

**2.10 Staff Authority:** Centre staff have the right to enforce discipline rules. If a staff member believes a student's behaviour goes against the Code of Conduct, they may ask the student to leave the area affected by that behaviour.

## ATTENDANCE AND PUNCTUALITY

**3.1 Regular Attendance:** Students are expected to attend CYM regularly, comprising 30 Saturdays per year, typically spread over 10 Saturdays per term. Term dates are announced in advance each year. Students are expected to attend all activities on their timetable. Additionally, they are required to attend the Activities and Induction Day at the beginning of the academic year and, if selected, the Annual Concert.

**3.2 Additional Activities:** Students may also be required to attend occasional mid-week and Sunday activities, such as ensemble rehearsals and concerts. The termly events calendar lists all major events, including mid-week and Sunday activities.

**3.3 Seeking Absence Permission:** If a student needs to be absent, their parent should request permission in writing by emailing CYM at least 7 days in advance. Absence is generally allowed if it doesn't cause the student to miss an important CYM event, rehearsal, or concert, **up to a maximum of one absence per term.**

**3.4 Importance of Attendance:** Permission for absence is rarely granted for missing important concerts or events in which students are involved, except in exceptional circumstances.

**3.5 Reporting Illness:** If a student is unwell and unable to attend CYM, the Centre should be notified as soon as possible, ideally before 8:30 am on Saturday. If the illness causes the student to miss an important concert or event, a doctor's note may be required.

**3.6 Punctuality:** Students are expected to arrive on time for their classes and are asked to inform CYM of any issues that may prevent this (such as travelling between sites) so these can be noted and minimised.

**3.7 Consequences of Punctuality Issues:** Persistent lateness without a valid reason will be recognised as misconduct under this Code, as it can disrupt the smooth running of the Centre.

## **CONDUCT IN RESPECT OF PROGRAMME OF STUDY**

4.1 Students are not permitted to take instrumental lessons outside the Centre (unless these are with the student's instrumental teacher) on instruments studied at the Centre unless permission has been granted by the HoC.

4.2 Students are not permitted to give any public performance at CYM or take any instrumental examination without their teacher's approval.

4.3 Year 1 PYP students should not start instrumental tuition on an instrument to be studied on the Programme. Instrumental tuition commences in Year 2 of the Programme.

## **ALLEGATIONS OF MISCONDUCT**

5.1 Any behaviour or alleged behaviour in breach of the code of conduct above will be investigated under the CYM Disciplinary Procedure (available on request). Any interpretation of what constitutes a breach will be the responsibility of the HoC.

## **APPENDICES**

### **APPENDIX A**

The following exemplifies the behaviour and conduct which would constitute a breach of the Student Code of Conduct, although not exclusively. Please note that criminal behaviour will always be reported to the police.

- a) Disruption of the academic, administrative, recreational, social, or other activities of the Centre.
- b) Obstruction of the functions, duties or activities of any student, member of staff or other employee of the Centre or any authorised visitor to the Centre.
- c) Behaviour which restricts the legitimate freedom of speech, ideas, actions, or inquiry of any other student or member of staff.
- d) Behaviour which is in breach of Centre regulations on health and safety, including smoking on Centre premises and action likely to cause injury or impair safety.
- e) Drinking alcohol on term time Saturdays or on mid-week or Sunday activity days up to the end of scheduled activities.
- f) Being under the influence of alcohol or non-prescribed drug whilst on Centre premises.
- g) Running in the Centre or playing any form of physical games on Centre premises which are not part of a scheduled class.
- h) The possession, use or dealing in illegal drugs on any occasion.
- i) Behaviour which brings the Centre into disrepute.
- j) Violent, indecent, disorderly, threatening or offensive behaviour or language whilst on Centre premises or engaged in any Centre activity.

k) Malicious or wilful damage to Centre property which includes *inter alia*, Morley College, Notre Dame School, Johanna Primary Academy or the property of any student, member of staff or visitor.

*Please note: a student's parent/carer will be required to make good in whole or in part, to the satisfaction of the Centre, any damage of this kind that the student causes, in addition to any other penalty imposed.*

l) Unauthorised access to Centre information systems or IT networks, or permitting or causing unauthorised access by others.

m) Any breach of the Centre's Equal Opportunities Policy including sexist, racist or homophobic activity or behaviour which interferes with the legitimate freedom of speech, ideas or action of any other student or member of staff.

n) Any form of harassment\*, including the racial, sexual, homophobic, or religious harassment of any student, member of staff or other employee of the Centre or any visitor to the Centre.

o) Behaviour which would be likely to cause fear, distress or offence to others.

p) A breach of other Centre regulations or contracts where further action under this Code is deemed to be necessary.

q) Failure to comply with the written policies and directions, including financial regulations, attendance, punctuality, tuition and submission of academic work as identified in the relevant Handbook.

r) Theft, fraud, deceit, deception or dishonesty in relation to the activities/documents of the Centre or the property of the Centre or its staff or other students of the Centre.

s) Failure to follow a reasonable instruction from a Centre officer, including failure to disclose your name and other relevant details in circumstances when it is reasonable to require that such information be given.

t) Failure to comply with a previously imposed penalty under this Code or other Centre regulation.

#### **\*Harassment**

*Harassment is unwarranted, unwelcome, and uninvited behaviour, which is intimidating, offensive or distressing to the recipient/s. Sexual, racial and/or disability harassment occurs when the harassment is motivated by or related to the sex, race, or disability of the recipient. Examples of harassing behaviour are:*

- *Offensive gestures, language, gossip or jokes.*
- *Insulting or abusive behaviour or comments.*
- *Physical contact, ranging from an invasion of personal space and/or inappropriate touching, to serious assault.*
- *Display of sexually aggressive, pornographic, racist or otherwise offensive pictures or other material, or the transmitting of any such messages or images via electronic mail.*
- *Intentional isolation or exclusion.*
- *Humiliating or demeaning behaviour and/or persistent criticism.*

## **APPENDIX B**

### **OTHER IMPORTANT CYM DOCUMENTS**

- *Carer Agreement (Terms and Conditions) - agreed by parents at the time of accepting a CYM place*
- *Complaints Procedure*
- *Guildhall School Safeguarding Policy Parent & Pupil Data Protection Policy*
- *CYM Disciplinary Procedure*

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