

Terms & Conditions

1. COLLECTING NECESSARY PERSONAL DATA

It is important that we are fully informed of any child with additional needs so we can support them in the best way possible. The best way to do this is via the online booking and registration and a call/email to our Head Office. If your child requires 1 to 1 support, we need as much notice as possible for you to contact your Local Authority to apply for funding. Teach Major are unfortunately unable to provide internal 1:1 support.

Teach Major also require any special dietary requirements, allergies and any health conditions that may affect the child's experience in Teach Major's instrumental class, club or camp.

2. MINIMUM AGE REQUIREMENT

We cannot accept children under the age of four to any of our clubs, instrumental lessons or camps. If a child is suspected to not meet the above, we reserve the right to request proof of age. We also reserve the right to refuse entry and/or ask the child/children to be collected immediately, no refund/credit will be available.

Teach Major Staff are not trained in personal care or expected to be involved in any areas of personal care or toileting. Where young children may have 'accidents', parents should inform Teach Major staff during the booking process and devise a plan for such eventualities and how they will be dealt with Children who are not toilet trained and/or in pull-ups/nappies cannot be assisted in any toileting by our staff.

In general, the principal in these circumstances will be that staff verbally support the child to clean themselves. Therefore, it is expected that parents/carers will have trained their children to be clean and dry by the time they arrive at a Teach Major Provision.

Teach Major are fully inclusive. The needs of each child vary, we aim to support all children giving them access to the same opportunities to enjoy our services. It is important that we are fully informed of any child with additional needs, whether that be behavioural, medical or physical so we can try and support them in the best way possible. We ask that you make us aware of these needs by notifying us when registering online and by contacting our office team before placing your booking. We do not offer 1 to 1 support as standard service. If your child requires 1 to 1 support, we will need prior notice to try and arrange this. If a 1-1 is required, this will incur an additional staffing cost and the cost of the session/s you wish to book.

3. PAYMENT

Teach Major are a payment upfront booking service unless a monthly payment plan is agreed with the Head Office. Should you intend to make monthly payments via another payment method, the office can be contacted at info@teachmajor.com. We use a third-party booking system, Class 4 Kids and payments are made securely.

It is the parent's sole responsibility to make sure they request payment from their Bank/ Childcare voucher / Tax Credit Provider as soon as the booking is made. You may be required to provide proof of the requested payment where necessary.

Booking completion confirms your acceptance of these terms and conditions. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form.

4. CANCELLATION & REFUND POLICY

Teach Major like to be as approachable and helpful as we can be with cancellations.

We have the following policies for our services:

AFTER SCHOOL CLUBS

Clubs are pre-paid at the start of the term. Therefore, we are unable to provide any credit/transfer or refund for missed sessions, including sickness.

HOLIDAY CAMPS

Holiday Camps are pre-paid. We are more than happy to make any amendment to your booking with 48 hours' notice.

Should your child not be able to attend a session due to sickness or injury, we require a valid doctor's note for a credit/transfer. This is due to staffing and resource levels being pre-arranged.

- 📌 More than 2 weeks' notice = full refund
- 📌 2 weeks to 48 hours' notice = credit/transfer
- 📌 Less than 48 hours' notice = no refund or credit available

Our refund process can take 7-10 working days from date of agreement with our office.

Please note any tax free or childcare vouchers cannot be refunded and will only be issued as credit

INSTRUMENTAL LESSONS

Instrumental lessons are prepaid in blocks of 6 prior to the commencement of the new term via our website.

Missed lessons/Absence

If the teacher misses a lesson through illness, a cover teacher will be sent by Teach Major, or if no cover teacher is available, the lesson will be made up at a later date, or there will be a refund of missed lesson fees in the following half term.

If a student is ill, no refund of the lesson fee will be made or the lesson made up at a future date, unless there are special circumstances (eg hospitalization, long term absence due to ongoing illness) and you should inform Teach Major in writing or by email with a doctor's note.

Cancellation or change requests

Fees are non-refundable after the first week of lessons commencing in the booked block. Cancellations or requests for lesson/instrument type, group type etc, changes made by parents/guardians should be emailed to the Teach Major office when the new bookings are due, the Half Term before the start of the new season.

If the parent wishes to cancel the lessons with less than 2 weeks before the start of the new term, or during a term, no refunds are made due to the scheduled time being pre booked with the music teacher. We do not accept childcare vouchers for this service as Instrumental Lessons are not classed as a form of childcare due to the level of tuition provided and the lessons being taught during a school day.

Teach Major reserve the right to cancel any Holiday Camp or Club 24hrs before it commences due to insufficient bookings and a full refund will be made.

5. POLICIES AND PROCEDURES

Copies of Teach Major policies and procedures or will be emailed to parents on request.

6. LOST PROPERTY

Please ensure that children do not bring valuable toys and/or belongings with them as we cannot be held responsible if they go missing or are broken. We cannot guarantee the return of lost property but will endeavour to return items on request that we are able to identify. Any lost property will be returned to our site location and parents will be required to pay the cost of postage or collect.

Teach Major will keep lost property for a period of four weeks only. If it is left unclaimed after this period has expired, Teach Major will distribute the lost property to local charities.

7. PHOTOGRAPHY / VIDEOGRAPHY

From time to time, we take photographs and videos at our venues which may be used for marketing and promotional purposes. If you would rather your child was not included in any photographs or videos, you must not agree to photo consent when booking. These photos/videos are often posted on our social media for parents to view.

When agreeing to photo consent, images of your child may be used on our Class 4 Kids system available to all parents who access the provision at your venue.

8. MEDICAL INFORMATION & SPECIAL CONDITIONS

If full information requested when booking is not provided this may result in that child being excluded from certain activities, or if it felt necessary, excluded from using Teach Major services. In such circumstances, no refund or credit will be paid. Teach Major reserve the right to cancel a booking at any time where there has been a failure to provide full information about a child. If your child requires 1 to 1 care with a member of our staff, please do call our office to arrange your requirements. 1 to 1 care is subject to availability and extra staffing cost.

9. EARLY ARRIVAL & LATE COLLECTION POLICY/FEEES

Your arrival time must not be before your selected booking start time. This will result in refusal of entry, unless there is an earlier booking slot available, and then you are required to call the main office to change the booking and pay for extra time before entry will be granted.

Teach Major reserve the right to charge a fee or issue a ban for late collection of any children. If a child/child is collected after the allocated collection time identified on the booking, the below policy will apply:

Our Late collection policy for our clubs and camps is as follows:

We understand lateness can happen on occasion, but we do have to stress that we discourage late collections in all instances. Penalties apply to cover the overtime cost of the Coach and Supervisor to stay until collection.

10 minutes late: £15 (or extended to the late session where applicable)

Every 10 minutes after this: £10

This balance will be charged via an invoice and must be paid to continue attending the sessions. Should the fee be outstanding past the invoice due date, we will inform relevant debt collectors. If lateness occurs often, a ban on the childcare account may occur.

10. SAFEGUARDING

Teach Major staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event, the relevant staff will follow the Safeguarding Policy which is visible on our website.

11. RATIOS/AGE GROUPS

Teach Major's ratio of staff to children normally exceeds all statutory requirements. The actual ratio varies between activities and age groups. 1:5, instrumental tuition, 1:25 Extra Curricular Clubs, 1:15 Holiday Camps.

We always endeavour to group children within our advertised age groups, however, due to a regulatory requirement to maintain staff to child ratio's, dependant on the actual ages of the children attending on the day, we reserve the right to group children differently to that advertised.

12. LIABILITY

Teach Major does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

13. INSURANCE

All children in our care at our clubs or holiday camps, not including children taking instrumental lessons at their school, are covered by our Public Liability Insurance.

14. EXCLUSION

Teach Major reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club (for example through behaviour). Transport home will be the responsibility of the parent and no refund/credit will be available.

Please see our behaviour and exclusion policies for more details.

15. HOLIDAY CAMP PROGRAMME CHANGES

Teach Major reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer.

16. ENFORCED VENUE CLOSURE

If any Teach Major service is forced to close due to the compulsory closure of its premises by order of a competent authority (e.g. School, Local Authority, Environmental Health etc), due to bad weather (e.g. Snow, Ice, Flood etc), outbreak of a human infectious or contagious condition (e.g. Influenza, Meningitis), Industrial Action (teaching strike etc) or for any other reason, customers will still be liable for any fees due/paid, during the entire period of closure.

17. COMPLAINTS

Teach Major are committed to providing high quality childcare. We take ALL complaints very seriously. If you or your child are not satisfied with the service, we provide we would like to know about it. Any complaint should be made to our Head Office on 0208 243 8791 or info@teachmajor.com and we will do everything possible to ensure the complaint is dealt with as quickly and effectively as possible. If you feel that the outcome of the complaint is insufficient or would like to take the grievance further the complaint should be made in writing and sent to:

Director
Teach Major, 10 Beech Court, Hurst, Reading, RG10 0RQ

18. DATA PROTECTION

Teach Major acts as a Data Controller for the purpose of the Data Protection Act 1998. As a requirement, we need to collect relevant personal details from you and the children you are booking to enable us to process your booking. This information includes names, ages, emergency contact details, any applicable medical or dietary restrictions and in some cases credit/debit card or other payment details. We hold and use some of your details for future marketing purposes such as sending you promotional information via email address provided. We do not sell or pass on your data to any third party.

19. POOR BEHAVIOUR

Should Teach Major feel that the behaviour of any child is found to compromise the session or the enjoyment of other children, Teach Major reserve the right to issue a Ban for poor behaviour of any children without notice.