

Terms & Conditions

1. Booking & Payments

Payment Method

All payments are made via direct debit.

Monthly Fees

Fees are due on the 1st of each month.

Late Payments

If fees remain unpaid for more than three weeks after the due date, VOICE BY YVONNE O'TOOLE may pause lessons until payment is received.

Students with outstanding balances will not be allowed to take part in exams, performances, or competitions until accounts are up to date.

Ongoing Payment Issues

Repeated late or missed payments may result in a student's place at the Academy being reviewed.

Bookings

All lessons and classes must be booked through the Academy booking system.

Additional Fees

Fees for exams, performances, competitions, and merchandise are payable separately to Yvonne. Advance notice will be given when these payments are due.

2. Cancellations & Refunds

Student Cancellations

Missed lessons or classes cancelled by students cannot be refunded, transferred, or carried forward.

Teacher Cancellations

If Yvonne needs to cancel a class due to unavoidable circumstances, a replacement class or account credit will be arranged where possible.

Withdrawals

A minimum of **four weeks'** notice is required when withdrawing from the Academy. Where notice is not provided, payment for the following month will still apply.

Fees already paid are non-refundable.

Exceptional Circumstances

In circumstances outside the Academy's control - including severe weather, power outages, or government restrictions, refunds or replacement classes will not be possible.

3. Attendance & Student Expectations

Attendance & Punctuality

Regular attendance and punctuality help students get the most from their lessons. If a student cannot attend, please notify Yvonne by email.

Preparation for Lessons

Students should bring their folder, sheet music, lyrics, and any assigned materials to each class.

Drop-off & Collection

For safety reasons, parents or guardians must accompany students to the Academy door and collect them directly afterwards.

As the Academy is located within a busy industrial estate with regular heavy vehicle traffic, students must not cross the roadway unaccompanied.

The Academy cannot accept responsibility for students arriving or leaving unaccompanied.

Timetable Changes

Class times may occasionally need to be adjusted. Any changes will be communicated in advance where possible.

Student Conduct

Students are expected to behave respectfully towards teachers, fellow students, equipment, and the Academy environment.

4. Communication & Progress Updates

Student Progress

For one-to-one lessons, progress discussions should take place at the beginning of the student's own lesson time rather than during another student's session.

If needed, parents may also contact Yvonne by email to arrange a phone call.

Communication

Email is the preferred method of communication, as text and WhatsApp messages may occasionally be missed.

Mailing List

Parents and guardians will be added to the Academy mailing list to receive timetable updates, important dates, and announcements. Please ensure email notifications are enabled.

5. Exams & Performances

Exams

An external accompanist may be engaged for exams. Accompanist rehearsal and exam-day fees are not included in Academy tuition fees or Exam fee.

Photography & Video

Photos or videos may occasionally be taken during performances or events for use on the Academy website or social media channels.

6. Parent Code of Conduct

Parents and guardians are asked to communicate respectfully and support a positive learning environment for all students.

The Academy asks that concerns are raised directly and privately with Yvonne so they can be addressed appropriately.

Conduct that is disruptive, disrespectful, or damaging to the Academy community may result in lessons being discontinued.

7. Termination of Lessons

VOICE BY YVONNE O'TOOLE reserves the right to discontinue lessons in situations involving inappropriate behaviour, ongoing breaches of these terms, or a breakdown in the working relationship between the Academy and a student or parent/guardian.

Any refunds issued will be at the discretion of the Academy.

Acceptance of Terms

By accepting a place at VOICE BY YVONNE O'TOOLE, you agree to these Terms & Conditions.