

Saturday Service
Terms and Conditions

These terms and conditions form the basis of the contract between Ealing Music Therapy (EMT or referred to as ‘we’) and Parents/carers (referred to as ‘you’) for the provision of Music Therapy. EMT reserves the right to change these terms and conditions if necessary.

**Enrolment**

When an application is received the child / young person’s name is placed on a waiting list. Subject to availability, confirmation of Music Therapy will be communicated by email.

EMT may not be able to accommodate Music Therapy provision straight away, in which case the child/young person’s name will remain on the waiting list. EMT regularly reviews the waiting list and new places for Music Therapy are offered as they become available.

**Music Therapy Sessions**

EMT plans to deliver Music Therapy sessions during the academic year. 5 assessment sessions followed by groups of 11 sessions.

During a block of 11 sessions, you need to advise if your child or young person is not going to continue with an additional block of Music Therapy sessions by week 8.

Music Therapy sessions will be carried out on Saturdays at the Quaker Meeting House, 17 Woodville Road, Ealing, London, W5 2SE [Find us - Ealing Quaker Meeting](https://www.ealingquakers.org.uk/find-us) . You need to be respectful of other people who may be using the facilities at the venue.

You should ensure that the Fire Alarms are not touched except in the case of a fire.

You need to stay at the venue for the time that your child is receiving Music Therapy sessions Quaker Meeting House.

The number of sessions per term may vary due to term and holiday dates.

We will provide the specialist musical instruments required for the provision of Music Therapy sessions.

Paired or group sessions will only be offered when EMT believes there is a suitable pairing or group available.

**Fees**

Payment for Music Therapy sessions is required in advance. You will be invoiced for each group of sessions and payment must be settled 14 days before the start of the sessions. Payments by Direct Debit made be spread by agreement with EMT. Once we have received confirmation or payment we will confirm the child/young person’s place to receive Music Therapy sessions.

Where payment is not made in advance, EMT reserves the right to discontinue service until full payment is received. Continued non-payment of fees will result in the child/young person’s MT provision being stopped.

Fees are not refundable for any absence of short-term illness. In cases of long-term health problems, please contact EMT as soon as possible to discuss. A medical certificate may be required.

Fees are reviewed annually.

**How to pay your invoice**

By online bank transfer or by Direct Debit to Ealing Music Therapy Project.

Account number 21423452
Sort Code 16-58-10

Please ensure that you use your EMT Account Number shown on your invoice as your payment reference so we can match your payment to your account.

Payments can be made for a further block of 11 sessions either in full, Direct Debit or by a 10% deposit to secure a place.

We do not have the facility to take card payments over the phone, nor can you pay for lessons via our website.

**Missed lessons, credits and refunds**

EMT does not offer credits or refunds for Music Therapy sessions missed by a child/young person, for any reason.

In the event of an emergency or closure of the venue or EMT’s Music Therapy sessions due to an event outside EMT’s control (e.g. force majeure, pandemic, flooding, heavy snow) no credit or reduction in fees will be due.

If an EMT Music Therapist is absent for any reason, EMT will endeavour to replace them with an alternative Music Therapist or reschedule the Music Therapy session for another Saturday.

**Withdrawal**

If a child/young person withdraws part way through the block of sessions, the charge for the full block of sessions will remain payable in full.

Four weeks’ notice is required by you to terminate the weekly sessions at any point during the block of sessions and no credit or refund is payable.

Four weeks’ notice is required by EMT to terminate the weekly sessions at any point during the block of sessions and we will provide a credit or refund for any remaining sessions not provided.

**Timetabling of Music Therapy sessions**

Music Therapy sessions will take place on Saturdays on the set dates ([see schedule of dates](https://www.ealingmusictherapy.org/about-our-saturday-service/)).

The time of the child/young person’s Music Therapy sessions will be agreed in advance and will be the same for each week during the block of sessions and cannot be varied once agreed.

**Liability**

EMT does not accept liability for loss or damage to the child/young person’s or your personal possessions.

Families may use the outside garden, but you must take full responsibility for supervising your child. EMT will not be held liable or responsible for any accidents or injuries outside of the child’s Music Therapy session.

**Personal Data and Privacy**

EMT collects and keeps personal information for the provision of Music Therapy. This information will be stored in accordance with our [Privacy Policy](https://www.ealingmusictherapy.org/about-us/privacy-policy-2/).