

Guildhall Young Artists Online Parent/Carer Agreement and Terms & Conditions 2025/26

Please read the following terms and conditions of your child's place at GYA Online.

Section 1 – Safeguarding

1.1 I am aware of the latest version of the [Guildhall School Safeguarding Policy](#) and the additional [GYA Safeguarding Protocol for Students/Parents](#).

1.2 I will report any safeguarding related concerns to either the Heads of Centre (julie.beaman@gsmd.ac.uk and joshua.jones@gsmd.ac.uk) or the Guildhall School Safeguarding Advisor, Martin White-Peart (martin.white-peart@gsmd.ac.uk).

1.3 I understand that I need to ensure my child's well-being and safety during all such projects and undertake to be in the vicinity or in the room as required for safeguarding purposes. I will assist with or control the technology of all websites/apps used in preparation and, if needed, during an online project.

1.4 I understand that Guildhall School staff will communicate using their @gsmd.ac.uk email addresses. If a member of staff communicates with me using an alternative method, I must inform the Heads of Centre. I understand that staff must not have any contact with students under the age of 18 without the parent/carers also being copied in.

Section 2 – Lesson Arrangements & Payment

2.1 For all courses, classes and one-to-one instrumental and vocal tuition, I understand that after the initial lesson, I must inform the GYA Online Heads of Centre within 48 hours if I wish to not continue, or I am liable to pay for the remaining lessons.

2.2 I understand that course/class fees may vary according to the timetable requests that I have made. Where possible we will aim to accommodate all timetable requests, however, in certain circumstances we may need to offer an alternative.

2.3 I understand that if I wish to rearrange an individual lesson time, permission must be sought and confirmed with the lesson tutor, and the GYA

Online Heads of Centre must be informed in writing with at least 24 hours' notice.

2.4 I agree to pay the course/class fees (subject to any agreed discount) in full within 14 days of receipt of invoice, or in an agreed number of instalments discussed with the GYA Online Heads of Centre.

2.5 I understand that if I fail to pay the fees when requested, GYA Online is entitled to pause lessons, and that I will still be liable for the fees.

2.6 I understand that no remission of fees is offered for GYA Online sessions missed, including for the following reasons: illness, family/personal reasons, other engagements, reasons beyond the control of GYA Online. Should a teacher be absent, appropriate cover will be put in place, or the lesson will be rearranged for an appropriate time. If a medical certificate is provided within 7 days of a missed lesson, this lesson will be re-credited to your package.

2.7 For students taking one-to-one lessons, I agree that I or my child will inform GYA Online if they are participating in masterclasses or taking instrumental lessons outside GYA Online.

2.8 I understand that if I require my child to be absent, permission must be requested in advance in writing via email. I agree to my child not arranging other activities in term-time that clash with course/class schedules until permission for absence has been sought in advance and has been granted by the GYA Online Heads of Centre.

Section 3 – Amendments & Withdrawal From Tuition

3.1 I understand that half a term's notice to leave must be given in writing or the course/class fees will be payable. I understand that if I withdraw my child from the course without giving such notice the tuition fees for the half term following my child's withdrawal will still be payable unless dispensation has been granted by the GYA Online Heads of Centre. (See 3.2 below)

3.2 In exceptional circumstances (e.g., bereavement or material change to personal circumstances), GYA Online may offer fee dispensation if I withdraw my child from the course without giving the required notice period. In the first instance, I must send an email to the GYA Online Heads of Centre stating when my child will be leaving giving full details of reasons. Half a term's notice must

be given, where possible. Notification of any dispensation in fees offered by the GYA Online Heads of Centre will be given in writing.

3.3 I understand that if I wish my child to change their individual tuition or change their programme of study half a term's notice must be given to the GYA Online Heads of Centre. If notice is not received half a term's tuition fees will still be payable unless dispensation has been granted by GYA Online Heads of Centre. (See 3.2 above)

3.4 I understand that in the event of serious misconduct by my child, the GYA Online Heads of Centre will have the right to withdraw or permanently exclude my child with immediate effect and that in the event of such withdrawal or permanent exclusion no proportion of GYA Online fees will be refunded.

Section 4 – Technology & Data Use

4.1 I understand that Guildhall School is in no way responsible for the performance, security, maintenance & support of any apps used.

4.2 I understand that websites/apps used are a 3rd party service that Guildhall School in no way endorse. It is entirely the parents'/carers' choice to use them, and I am able to suggest alternative options if I see fit.

4.3 I am aware that by agreeing to these conditions, I am giving permission for the Guildhall School to collect, process or use personal data as part of these systems in order to provide a service to you.