

## **Pete Sklaroff - Skype and Online Teaching Terms and Conditions (2019)**

### **Introduction**

As a music teacher, I'm focused on offering the highest quality experience for all my online students so that they progress successfully and at a comfortable pace to achieve their musical goals. These terms and conditions may sound a little formal in places, but they are designed to aid you in your musical studies and also provide a degree of security and a working framework for you (*and myself*) during the period you will be studying with me.

### **Lesson Packages v Single Lessons**

Lesson packages (*or bundles*) are discounted lessons (*offered to students at my discretion*) where the hourly rate is lower than a single lesson and to encourage students to undertake a short/medium term course of study. You can study either on a weekly or a two-weekly basis, however I am unfortunately not now able to accept longer periods between lessons. In my experience, longer periods between lessons result in a loss of focus and momentum. I offer these packages to help reduce the cost of music tuition and as an assistance to those on lower incomes. All packages must however be paid for in advance upon booking.

Upon completion of a full lesson package, if you decide to begin another package, this must be fully agreed with me in advance (*including the pricing*) and before the commencement of the next package of lessons.

### **Lesson Payments**

All lessons (*whether single or packages*) must be paid in full *before the commencement of the first lesson (and by at least 48 hrs.)* I accept payment via either \*PayPal or Direct Bank Transfer.

Please note that I do not accept personal cheques, credit cards or e-cheques as payment for the lessons and all sums must be paid in £GBP. I also reserve the right to annually change pricing on both single and package lesson arrangements.

*(\*If paying by PayPal please check if your payment will incur a fee for either myself or yourself before payment – which can occur in some countries.)*

### **Lesson Cancellations**

Provided I am given a minimum period of 24 hrs. notice, you may cancel a scheduled lesson in advance with no charge. Cancellation within a shorter period may incur a fee/lesson forfeit, although this is rare unless I receive no communication from you at all. Cancellation by myself will also require notice to you as the student and you will be offered an alternative date at your earliest convenience.

If you agree to (*and pay for*) a series of lessons within a package deal, I prefer the lessons to be completed within an agreed timescale. If you decide after beginning a series of lessons that you wish to take an extended break, then this must be agreed with me and should last no longer than two months at most (*excluding serious illness or catastrophic events etc.*) If after this period you are still unable to continue, then unfortunately I will have to view the package as fully completed and I will retain the paid fee.

## **More Cancellation Information (including Package Deals)**

To maintain a successful business model for online teaching, **I am unable to offer refunds** so please ensure that you will be free and fully committed to undertake a continuous course of musical study before purchasing a lesson package. If however you are subject to exceptional or extreme personal circumstances, I may be able to offer video recordings in lieu of 1-1 Skype sessions, however this must be agreed with me in advance.

Cancellation of a lesson package on trivial grounds such as loss of interest, holidays or other contributing factors such as no contact with me for many weeks/months will unfortunately result in the complete termination of the package with no obligation remaining on my part to offer alternative forms of tuition.

## **Lesson Materials & Recordings**

I supply PDF files with almost all lessons and on occasion both video and audio files. This material is ALL subject to copyright and must not be shared, copied, recorded or in any way distributed without my express permission.

You may however use all notes from your lessons for your own personal use of course and I allow the recording of lessons again for your personal use only. I reserve the right to cancel any due lessons without warning to students who share (*or profit from*) any supplied lesson materials without my express permission.

## **General Lesson Guidelines**

Online (Skype) lessons are of one hour's duration and will focus on material designed to improve your musical skills in a systematic and progressive manner. I will offer suggestions and specific exercises to support this. Please take note of the following guidelines as regards the composition and delivery of the lessons:

Please ensure that you have a fully working webcam (*or similar video camera device*) for the lessons that allows for good quality audio and video exchange. I cannot be held responsible for student equipment that is of poor quality or indeed low-level internet connections, which might affect the quality of sound and video during the lesson.

Please also note that I often teach with little in the way of a gap between lessons and therefore I have to hold strictly to the duration of one hour for each online lesson. If a student does not appear (*or contact me*) within a period of 15mins into the scheduled lesson time slot, I reserve the right to terminate the lesson at that point and no rescheduling will be offered.

I offer e-mail support for questions and queries that arise directly from the lessons which I aim to respond to within 48hrs. Please note that I cannot enter into personal correspondence about subjects outside of the lesson material or indeed materials being studied with other tutors or music educators.

Lessons are designed to work on specific (*and mutually agreed*) areas of musical development and I cannot therefore deviate from this to discuss other non-related material such as specific songs, transcriptions and alternative musical topics unless it relates directly to the subject matter of the lesson.

All lessons are designed for a 'one on one' teaching situation and unfortunately my online lessons are not available for either duo situations or group teaching. Please also note that I do not normally teach complete beginners and I may ask for a recording of your playing before beginning any lessons to ascertain playing standard etc.

## **Complaints**

If for any reason you are unhappy with either the quality of content or delivery of a lesson, please contact me directly and I will do everything within my powers to address the issue for you and find an appropriate solution.

As a final thought - musical training is often a high concentration activity, however with a solid work ethic and regular daily practice, you should be able to achieve considerable progress as a musician.

Some students may find that they are unable to put the required hours in to achieve the results that they would like and some eventually feel that somehow this is the fault of their tutor. In my experience this is rarely the case, and I would suggest that before embarking on any lessons you ascertain that you can devote at least 1 hr. (and preferably a little more) per day to practice your instrument. Without this level of commitment, it is unlikely that you will gain much from formal music tuition.

## **Summary**

Many thanks for taking the time to read through these terms and conditions. I appreciate that some points may seem rather formal, but as these lessons are a paid-for service, it is important both to you as the student and myself as a professional tutor, that we are mutually agreed on all the above before commencing lessons.

**Peter Sklaroff** (July 2019)