

OLNEY SINGING STUDIO

Junior Department - Studio & Singing Lesson Policy

Olney Singing Studio provides singing lessons and vocal coaching for children and young people in a welcoming, encouraging and professional environment. This policy sets clear expectations for students, parents and guardians and supports the safety and wellbeing of young people attending the studio.

Appointments & scheduling

All lesson bookings, cancellations, rescheduling requests and changes to lesson times should be made directly with Bethany through the usual booking, email or messaging channels.

Parents and guardians are responsible for ensuring that their own contact information is kept up to date with Bethany. Parents/guardians must also provide Bethany with the student's current contact information, where applicable, and notify Bethany if any of these details change.

24-hour cancellation policy

At least 24 hours' notice must be provided to cancel or change a lesson. Where at least 24 hours' notice is given, the lesson may be rescheduled or the lesson fee credited towards a future appointment, where applicable.

Cancellations or changes made with less than 24 hours' notice are chargeable at the full lesson fee, and the lesson will be lost.

Illness & online lessons

Please do not attend the studio in person if the student has a contagious illness. If the student is otherwise well enough to sing and participate, an in-person singing lesson may be switched to an online lesson at the originally scheduled time where appropriate.

Bethany should be contacted before the lesson where a change to the booking or lesson format needs to be arranged. The student's teacher may also be notified where appropriate. Please do not assume that an in-person lesson has automatically been changed to an online lesson. If the student is too unwell to participate, the normal 24-hour cancellation policy applies.

Late arrivals

If a student arrives late, the lesson will normally still finish at the originally scheduled time so that subsequent students are not affected. The full lesson fee remains payable.

Parents, guardians & students attending lessons

For children under 12, a parent or responsible guardian must remain nearby and available for the duration of the lesson. Parents/guardians of children under 12 are also welcome to sit in on their child's lesson if they wish.

Students aged 12 and over may attend their lesson independently where this has been agreed with their parent/guardian, provided the parent/guardian is comfortable with the arrangement and Bethany has appropriate and up-to-date contact information.

Parents and guardians remain responsible for making suitable arrangements for their child to arrive at and leave the studio safely.

Collection & late pick-up

Lessons finish at the scheduled time and parents/guardians are responsible for arranging for their child to be collected promptly where collection is required.

At the end of the lesson, students will normally leave the teaching space at their scheduled finish time. If a student who is expecting to be collected tells the teacher that their parent/guardian has not yet arrived, the student should return to and wait inside the studio until their parent/guardian arrives at the door. Students will not knowingly be asked to wait outside alone when their expected collection has not arrived.

Parents/guardians should contact Bethany as soon as possible if they know they are going to be late collecting their child. Where helpful on the day, the student's teacher may also be notified.

Olney Singing Studio is a teaching studio and is not able to provide childcare or supervision outside a student's booked lesson time. Late collection can also affect lessons and other students using the studio.

Occasional unforeseen delays are understood. However, repeated or significant late collection will be discussed with the parent/guardian by Bethany and may result in the student's lesson arrangements or regular lesson time being reviewed. Where reliable and timely collection cannot be arranged, Olney Singing Studio reserves the right to require an alternative collection arrangement or, if necessary, to discontinue the student's regular lessons.

If a child has not been collected and the teacher is unable to contact the parent/guardian, the student's emergency contact may be contacted. Any serious or prolonged situation, or any safeguarding concern arising from collection arrangements, will be referred to Bethany, who will take or coordinate whatever reasonable safeguarding action is necessary to ensure the child's safety.

Safeguarding & DBS

The safety and wellbeing of students is taken seriously. Teachers working with junior students at Olney Singing Studio maintain appropriate and up-to-date DBS checks.

Professional boundaries and appropriate conduct will be maintained at all times when working with children and young people. Any safeguarding concern should be reported to Bethany, who oversees safeguarding matters for the studio. Where an immediate safety concern arises during a lesson, the teacher may take appropriate action to protect the student and will inform Bethany as soon as reasonably possible. This may include contacting a parent/guardian or the appropriate services where necessary.

Singing lessons & vocal coaching

Lessons may include work on breathing, vocal function and technique, repertoire, musicianship, performance, confidence, interpretation and vocal development according to the student's age, experience and individual goals.

Students should tell their teacher if an exercise causes pain, significant discomfort or feels unsuitable. Singing tuition and vocal coaching are educational services and are not a substitute for assessment, diagnosis or treatment by an appropriately qualified healthcare professional.

Respectful behaviour

Students, parents, guardians and teachers are expected to use respectful and appropriate language and behaviour at all times. Abusive, threatening, discriminatory, intimidating, sexually inappropriate or otherwise unacceptable behaviour will not be tolerated.

The teacher may pause or end a lesson if a student's or accompanying adult's behaviour makes it unsafe, inappropriate or unreasonable to continue. Serious or repeated concerns will be referred to Bethany and may result in future lessons being declined.

Emergency situations

Parents and guardians must ensure that Bethany has accurate and current contact details and appropriate emergency contact information for the student.

If a student becomes seriously unwell, is injured, or an urgent health or safety concern arises during a lesson, the teacher may stop the lesson and seek appropriate assistance. This may include contacting the student's parent/guardian and, where reasonably necessary, the emergency services. Bethany will be informed of any significant incident as soon as reasonably possible. Immediate safety will always take priority.

Toilet facilities

There are no toilet/bathroom facilities available for students, parents or visitors at the studio. Parents and students should plan accordingly before arriving for a lesson.

Lesson credits, packages & gift vouchers

Unless otherwise stated in writing, lesson credits, packages and gift vouchers must be used within 12 months of the original date of purchase or issue. Unused credit expires after that period and cannot be carried forward.

A lesson booked using a credit, package or voucher that is cancelled with less than 24 hours' notice will be treated as used. Credits and vouchers have no cash redemption value except where required by law.

Photography, video & recordings

Photography, audio or video recording during lessons should only take place with appropriate agreement. Any photographs, audio recordings or video featuring a junior student that are intended for promotional, social media or other public use will only be used with appropriate parent/guardian consent where required.

Personal belongings

Students and their parents/guardians are responsible for personal belongings brought to the studio.

Data protection & student information

Olney Singing Studio may collect information necessary to administer and safely provide lessons, including student and parent/guardian names, contact information, booking and attendance information, payment information, communications and appropriate lesson records. Information will be handled in accordance with applicable UK data protection requirements.

Parents/guardians are responsible for ensuring that their contact details and the student's details held by Bethany remain accurate and up to date.

If a student has their own contact details that are relevant to lesson arrangements, these should be provided directly to Bethany by the parent/guardian and updated when necessary.

Teacher or studio cancellations

If a teacher or Olney Singing Studio needs to cancel a lesson, Bethany will arrange or oversee an alternative lesson, appropriate credit or refund as applicable.

Concerns & contact

If a parent, guardian or student has a concern about a lesson, booking or their experience at Olney Singing Studio, please contact Bethany directly so that the matter can be considered and addressed promptly. This includes serious or repeated behavioural concerns, disciplinary matters and safeguarding concerns. Concerns will be handled respectfully and as confidentially as reasonably possible.

Acceptance of policy

By booking and/or allowing a child or young person to attend lessons at Olney Singing Studio, the parent or guardian acknowledges and agrees to this Junior Department policy.

Parents and guardians are responsible for making sure Bethany has accurate contact and emergency information and for notifying Bethany promptly of any relevant changes.

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