

Terms and Conditions

Updated July 2026

The document below is the complete terms and conditions for your contract with iRock School of Music. We encourage you to read these terms carefully before signing your child up to our service. For a quick guide to our frequently asked questions, please visit our website, where you can find FAQs at the bottom of the page.

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1. Introduction

- 1.1** These Terms explain the basis on which we provide in-school rock and pop band lessons for children aged 4-11 to learn a musical instrument as part of a band.
- 1.2** If you have any questions before you sign up, please see the information on our website at <https://irockschool.com/parents> or speak to our Customer Experience Team by emailing info@irockschool.com.
- 1.3** This is an important document, and you should read it carefully before agreeing to these Terms.
- 1.4** We will confirm key information about your contract in writing after you sign up, either by email, through your online account or on paper. You should keep this for future reference.

2. Who we are

We are iRock School of Music Ltd (company number 10223683). Our registered office is at 10 Eelmoor Road, Farnborough, England, GU14 7QN. Our VAT number is 294878237.

3. Our services

- 3.1** Our in-school rock and pop band lessons may include children of different ages.
- 3.2** We aim to ensure that all children can engage positively and benefit from iRock lessons and performances. For children with Special Educational Needs and Disabilities, we work in partnership with schools, parents, and external professionals, where appropriate, to make informed and reasonable adjustments that support inclusion, participation and achievement.
- 3.3** We provide our services on a monthly subscription basis. Children who are enrolled for a full academic year will receive a minimum number of band lessons, including up to three end-of-term concerts, subject to the school's discretion:
- **England and Wales:** a minimum of 33 band lessons; and
 - **Northern Ireland:** a minimum of 30 band lessons.
- 3.4** If you sign up after the start of the academic year, the number of lessons provided for the remainder of the academic year will be calculated on a pro-rata (proportionate) basis. This means the minimum lesson commitment referred to in clause 3.3 will be adjusted accordingly.
- 3.5** Where practical, we may arrange additional or catch-up lessons to help maximise the number of lessons provided and support us in meeting the minimum lesson commitment set out in clause 3.3.
- 3.6** Each lesson lasts approximately 30 minutes and usually takes place during the school day. Sometimes lessons take place before or after the school day - if this happens, we will make you aware of it as part of the sign-up process.
- 3.7** As part of our programme, your child can gain nationally recognised, exam-free music qualifications, awarded by RSL, an awarding organisation regulated by Ofqual. These opportunities are designed to complement our lessons and do not change the way we teach; lessons will continue to focus on making music fun, engaging and accessible for every child.
- 3.8** Qualification opportunities may be introduced at appropriate stages of your child's learning. Your child will need to remain enrolled for sufficient time and take part in the relevant lessons and activities needed to complete the qualification requirements. We cannot guarantee that every child will complete or achieve a qualification within a particular timeframe.
- 3.9** Where your child successfully completes a qualification, an electronic certificate will be provided. You may also be given the option to purchase a printed certificate for an additional charge. As qualifications and certificates are awarded and issued by RSL, processing and delivery times may vary and are outside our direct control.

- 3.10** We will provide our services with reasonable skill and care and in accordance with all applicable laws. We maintain insurance cover appropriate to the services we provide.

4. Instruments

- 4.1** Subject to availability, you can sign your child up to learn drums, guitar, keyboard or vocals. We can provide all necessary instruments and other equipment, subject to the following:
- a)** If you sign your child up to learn guitar, your child will be allocated either an electric guitar or bass guitar, depending on availability. If both options are available, your child may choose which to learn.
 - b)** If you sign your child up to learn the drums, they will rotate between a tabletop drum and a full-size drum kit.
- 4.2** Electrical equipment is subject to annual PAT testing.
- 4.3** Your child may bring their own instrument if they would prefer. Any instruments or other equipment brought by you or your child will be at your own risk. We accept no liability for any loss of, or damage to, your own instruments and other equipment.
- 4.4** Your child will learn one instrument at a time to support consistency and progression and will not swap between instruments from lesson to lesson. If your child would like to change instrument, you can request this through the Parent Portal. Requests made within 48 hours of your child's next lesson may not take effect until the following week. Instrument changes are subject to availability within your child's band. If their preferred instrument is not currently available, they can join the waiting list and either continue learning their current instrument or cancel their subscription and wait for a space to become available.

5. Missed lessons

- 5.1** Our subscription is paid in monthly instalments across the academic year rather than per lesson, helping families spread the cost. A typical academic year provides more opportunities for lessons than our minimum lesson commitment, and we always aim to provide as many lessons as possible. As school terms, holidays and other events vary throughout the year, your child may receive more lessons in some months and fewer in others. We closely monitor lesson delivery throughout the year to help ensure we meet the minimum lesson commitment set out in clause 3.3.
- 5.2** Sometimes a lesson may not take place for reasons outside our reasonable control. These lessons will still count towards the minimum lesson commitment.

Where practical, we may try to rearrange the lesson, but we cannot guarantee that an alternative lesson will be provided.

5.3 Circumstances outside our reasonable control include:

- a)** lessons cancelled at the school's request, such as for sports days, school trips, performances or other internal activities;
- b)** school closures, including those caused by severe weather, strikes or maintenance issues;
- c)** a scheduled lesson that your child is unable to attend, including due to illness, a school trip or another school activity; and
- d)** events outside anyone's reasonable control, including natural disasters, pandemics or other force majeure events.

5.4 Some missed lessons will not count towards the minimum lesson commitment. This includes:

- a)** lessons that cannot take place due to public holidays, INSET days or polling days; and
- b)** lessons missed because we are unable to provide a Band Coach.

5.5 If we provide fewer lessons than the minimum lesson commitment set out in clause 3.3 as a result of the missed lessons described in clause 5.4, we will provide a refund or account credit for the shortfall. The value of each lesson below the minimum lesson commitment will be calculated by dividing the annual subscription fees at the applicable rate by the minimum number of lessons set out in clause 3.3.

6. Changes to lessons and services

6.1 From time to time, we may need to make reasonable changes to how lessons are delivered, including changes to timetables, lesson times, group arrangements or Band Coaches. Where possible, we will give you reasonable notice of any changes that affect your child's lessons.

7. Safeguarding children

7.1 We require all of our Band Coaches to have an enhanced DBS check and to complete regular training in safeguarding children. Please see our <https://www.irockschool.com/safeguarding-policy> for further information.

7.2 We follow safe recruitment practices when appointing our Band Coaches. This includes verifying identity, obtaining references and confirming their suitability to work with children. For further information, please see our Safer Recruitment Policy.

- 7.3** For information on how we process your personal data and your child's personal data, please see our Privacy Policy.
- 7.4** With your consent, we may take photographs and videos during band lessons and concerts and make them available to you through your account via our online portal. If you would like us to do this, please log in to your portal account and provide your consent. For further information on how we handle photographs and videos of children, please see our Image Policy.

8. Information we need from you

- 8.1** You are responsible for providing accurate and up-to-date information that is relevant to the services we provide, including information about your child's Special Educational Needs and Disabilities or medical conditions. You must provide this information when you sign up and tell us promptly if anything changes. This helps us consider any reasonable adjustments needed to support your child's participation and, where relevant, the requirements of an RSL qualification.
- 8.2** We aim to make reasonable adjustments to support every child's participation. Where adjustments may not be possible (for example, due to safety considerations or qualification requirements), we will discuss this with parents on an individual basis.
- 8.3** If relevant information is not provided to us, we may be unable to make appropriate adjustments or fully support your child's progress, safety or assessment outcome.

9. Payments and charges

- 9.1** The charges for our services will be confirmed during the sign-up process. We typically review our subscription prices annually, with any changes usually taking effect at the start of a new academic year. We will give you at least 30 days' advance notice of any change to your subscription price.
- 9.2** We charge on a subscription basis using Direct Debit:
- a)** For schools in England and Wales, the annual charge is split into 11 monthly payments, with no payment being taken in August.
 - b)** For schools in Northern Ireland, the annual charge is split into 10 monthly payments, with no payment being taken in July or August.
- 9.3** Direct Debit payments are collected on the 1st of each month, with your monthly subscription payment collected in advance for that month. When your first payment is collected will depend on when you sign up. If your child starts lessons part-way through a month before the first payment is collected, your first Direct

Debit will also include a pro-rata amount for the lessons provided during that month.

For example, if you sign up on 10 April and your child starts lessons on 17 April, your first Direct Debit will be collected on 1 May. This payment will include the pro-rata amount for April and the full subscription payment for May, paid in advance. Subsequent Direct Debits will then be collected on the 1st of each month in advance.

- 9.4** We may contact you to inform you of any changes to your Direct Debits from time to time.
- 9.5** Your subscription will automatically continue into the next academic year, so you do not need to re-enrol your child each year. Direct Debit payments will pause during the summer as set out in clause 9.2 and automatically resume for the new academic year. Your subscription will continue unless:
- a)** the contract comes to an end in accordance with clause 10; or
 - b)** it is your child's final year attending the school, in which case we will cancel your subscription and Direct Debit payments at the end of that school year.
- 9.6** We understand that payments can sometimes go uncollected. If a payment is unsuccessful, we will automatically retry and may make further attempts to collect the outstanding amount. We will make reasonable efforts to contact you and resolve any outstanding payment to minimise disruption to your child's lessons, and we ask that you contact us as soon as possible if you are experiencing any issues with payment. If payment remains outstanding and we are unable to resolve the matter with you, we may need to cancel your child's place as a last resort.
- 9.7** We understand that circumstances can change. If you are experiencing financial difficulty and are struggling to meet your payments, please contact our Customer Experience Team as soon as possible by emailing info@irockschool.com. We will do our best to work with you and, where appropriate, may agree a payment plan to help manage any outstanding amounts. Any payment plan must be agreed in writing and kept up to date in accordance with the agreed terms.
- 9.8** If the rate of VAT changes between the date you sign up and the date we supply the service, we will adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

10. Cancelling or ending your subscription

- 10.1** The contract will continue, and you must continue to pay for our services, until:
- a)** you cancel the contract as set out in clause 10.2 or clause 11; or

- b)** we end the contract as set out in clause 10.8.
- 10.2** You can end the contract with us by logging into your online portal. Simply go to "My Profile" and click "Cancel Subscription" for the relevant child.
- 10.3** If you change your mind after your child's first lesson, you can cancel under our First Lesson Money Back Guarantee by following the cancellation process set out in clause 10.2 before your child attends their second lesson. We will refund any subscription payments you have made and your contract will end.
- 10.4** You can cancel your contract at any point during the academic year:
- a)** if you cancel on or before the 20th of the month, your contract will end at the end of that month and you will not be charged for the following month; or
 - b)** if you cancel after the 20th of the month, your contract will end at the end of the following month and you will continue to be charged until that date.
- Your child may continue to attend any available iRock sessions until the contract end date.
- 10.5** The cancellation policy in clause 10.4 also applies during the summer holidays. For example, if you cancel after 20 August, you will be charged until the end of September.
- 10.6** The minimum lesson commitment set out in clause 3.3 applies across a full academic year. If you choose to cancel your subscription before the end of the academic year, you will not be entitled to a refund or account credit based on the number of lessons your child has received up to the date of cancellation. This does not affect any other right to a refund or account credit under these terms, including our First Lesson Money Back Guarantee.
- 10.7** If you have any questions, please contact us by emailing info@irockschool.com.
- 10.8** We may suspend or end our contract with you if:
- a)** there are serious safety concerns or persistent inappropriate behaviour during lessons or performances. Where appropriate, we will discuss our concerns with you before taking this action;
 - b)** you do not make a payment when it is due, the payment remains outstanding, and we are unable to resolve the matter with you;
 - c)** you do not provide information or reasonable cooperation that we need to deliver the services, such as relevant information about your child's needs, within a reasonable time of us asking for it; or
 - d)** our contract with the school comes to an end.

11. Your legal right to change your mind

- 11.1** You have 14 days after the date we confirm that you have successfully signed up to cancel the contract. If you ask us to begin providing lessons during this 14-day period and then choose to cancel, you may be required to pay for any lessons provided up to the time you cancel. This does not affect your rights under our First Lesson Money Back Guarantee.
- 11.2** To cancel the contract in accordance with clause 11.1, please contact us by emailing info@irockschool.com. We will process any refund due within 14 days of your cancellation.

12. Your rights

- 12.1** If you think there is something wrong with the services, please contact us by emailing info@irockschool.com.
- 12.2** We're responsible for losses you suffer caused by us breaching this contract unless the loss is:
- **Unexpected:** It was not obvious that it would happen and nothing you said to us before we accepted your request to sign up to our services meant we should have expected it (so, in the law, the loss was unforeseeable).
 - **Caused by an event or circumstance outside our control.**
 - **Avoidable:** Something you could have avoided by taking reasonable action, including following our reasonable instructions.

13. Complaints and disputes

- 13.1** Our Customer Experience Team can be contacted by emailing info@irockschool.com. We will do our best to resolve any concerns or problems you have with our services.
- 13.2** These terms are governed by English law and, wherever you live, you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

14. Other important terms

- 14.1** We may transfer our contract with you so that another organisation becomes responsible for providing the services. We will contact you if we plan to do this. If you're unhappy with the transfer you can contact us by emailing info@irockschool.com to discuss your options.

- 14.2** Nobody else has any rights under this contract. The contract is between you and us, and no other person can enforce its terms.
- 14.3** If a court invalidates some of the contract, the rest of it will still apply. If a court or other authority decides that some of these Terms are unlawful, the rest will continue to apply.
- 14.4** Even if we delay enforcing this contract, we can still enforce it later. For example, if we do not immediately require you to make an overdue payment or comply with another obligation, this does not prevent us from doing so later.