

Terms and Conditions

Learn To Play is run and administered by sole trader Joanna Fallowfield, trading from 162 Ashley Down Road, Bristol BS7 9JS.
Web address www.learntoplaypiano.co.uk
Tel: 0117 3775941

Learn To Play provide piano lessons ONLY within the Bristol area. Please do not order or purchase a voucher if the recipient is not able to take their lessons within a 10 mile radius of the City of Bristol

Ordering, delivery & cancellation.

You can buy a Learn To Play piano lesson voucher by telephone or direct from Mickleburgh Ltd, 1-9 Stokes Croft, Bristol BS1 3PL. If an order is placed by telephone, you will receive email confirmation for the transaction amount. This means your bank has authorised the transaction, but does not guarantee our acceptance of the order. If we accept your order, we will send you an email confirmation once the voucher has been despatched.

Once your telephone order has been accepted your voucher will be despatched by 1st class post within 2 days.

If you wish to cancel your order you have 7 days in which to receive a full refund. After this "cooling off period" no full or partial refunds will be issued.

Arranging and attending Lessons

The voucher recipient calls Learn To Play on 0117 3775941 to redeem their voucher and book lessons. We will allocate a suitable teacher within a 20 mile radius of the recipients home, which must be within the Bristol area. The recipient will allow Learn To Play to give their telephone details to the allocated teacher who will then call within one week to arrange lessons.

1. Lessons. Piano lessons will take place at the teachers home. Date and time of lessons will be arranged between pupil and teacher. If you need to rearrange the date or time please give your teacher 24 hours notice. Anything less than 24 hours notice and the lesson will be forfeited.
All teachers reserve the right to refuse a pupil or terminate lessons due to unreasonable behaviour.

Keyboards

- 1 Keyboard rental. Your keyboard can be delivered (£10 charge) or you can collect in person from Mickleburgh Ltd in Bristol. If you are having it delivered your rental paperwork will be sent to you and must be filled in and returned before the keyboard is delivered. A rental agreement must be signed by yourself and proof of your address supplied. The rental agreement will be between the pupil and Mickleburgh Ltd, 1-9 Stokes Croft, Bristol BS1 3PL.
2. When the rental period is over the keyboard must be returned to or purchased from Mickleburgh Ltd. tel: 0117 9241151. If purchasing, 20% of the voucher value will be credited against the value of the keyboard. Please contact Mickleburgh for further information. Any loss or damage issues must be settled between yourself and Mickleburgh. Learn to Play accepts no responsibility for loss or damage to the keyboard.

Vouchers

1. **Expiry** All Learn To Play vouchers are valid for 6 months from the date of purchase. The voucher must be redeemed and lessons started by the expiry date shown on the back of the voucher. If for any reason, you are unable to redeem the voucher by this date you may extend the period of the voucher by six months by contacting Learn To Play on 0117 3775941. There is an administration charge of £10.00 for this service and if our voucher prices have increased you will be required to pay the difference between this and the original price.
2. **Refunds** Vouchers may be refunded in full within 7 days of purchase, at no cost to you. Once lessons have started no full or partial refunds will be issued. If you are not happy with your teacher Learn To Play will at their discretion try to place you with another teacher for the remainder of your lessons.
3. **Validity.** The number of lessons highlighted on the voucher may only be taken by one person.
4. **Value.** The voucher is worth 0.1p and cannot be redeemed for cash.

Statutory Rights, Nothing in these conditions shall affect your statutory rights as a consumer

These terms and conditions are governed by English Law and the parties will submit to the exclusive jurisdiction of the English Courts.

Disclaimer

The total liability of Learn To Play for any claim whatsoever in connection with the lesson voucher shall be limited to the price paid for the Voucher. We accept no liability for loss of income or revenue, loss of profits or contracts or any indirect or consequential loss or damage of any kind, howsoever arising. Learn to Play are not limiting our liability in any way for death or personal injury caused by our negligence.

In some circumstances lessons are provided by teachers who are neither employed by, nor acting as agents of Learn to Play. Although we have sought to select only highly qualified and experienced teachers, we have been unable to examine all the facilities and credentials of every single teacher and consequently, Learn To Play cannot accept liability for any act or omission or negligence of a teacher.

Learn to Play will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by events, acts, omissions or accidents outside our control, including, but not limited to: strikes or other industrial action; civil commotion, invasion, terrorist attack, war; fire, storm, flood, earthquake, or other natural disaster; impossibility of the use of public or private transport. We will use our reasonable endeavours to find a solution by which our obligations maybe performed in such an event.