

The Rockworks Music Academy Ltd

Cancellation and Attendance Policy

The aim of this policy is to standardise our practices when dealing with instances of non-attendance. It sets out how The Rockworks Academy aims to recoup any losses incurred due to non-attendance and also explains how service-users are reimbursed when staff are unable to fulfil their obligations.

The Rockworks Academy seeks to promote and open, inter-organisational dialogue when reporting attendance figures with schools, referring agents and community organisations

Referral, School and Community Sessions

- A notice period of 24 hours is required by all referring agents and community organisations. Instances of late cancellation or non-attendance will be invoiced at the full amount.
- All instances of non-attendance will be reported by The Rockworks Academy to the referring agent, school, support organisation or care provider.
- Where appropriate, The Rockworks Academy will contact the referring organisation to confirm the attendance of all participants.
- Where appropriate, The Rockworks Academy will contact the referring organisation to report the absence of any participant.
- Instances of school-based non-attendance must be reported to the primary contact at the school as soon as possible.
- Recording and sharing of school-related attendance must be shared with the primary contact at the school.
- Any instances of leaving the site without permission must be promptly reported to the appropriate authority: School, Parent, Key Worker or Police
- During any instance in which a staff member is unable to attend a session (such as illness or emergency), the referring agent/ community organisation will be contacted by The Rockworks Academy and offered an alternative appointment.

Music Lessons

- Music lessons are invoiced at the beginning of each school term and cover one lesson per week.
- This fee covers each academic week and does not account for half-term and other holidays.
- Any instances of non-attendance by staff members will be refunded or rescheduled at the discretion of the payee.
- Instances of non-attendance by the student are non-refundable.

Music Studio / Rehearsal Spaces

- Music Studio bookings are invoiced / chargeable upon booking
- Any instances of non-attendance by the booking party will not be refunded
- Cancellations made by the booking party can be made over 24 hours in advance and will be refunded
- Cancellations made by The Rockworks Academy will be refunded
- A deposit may need to be taken in advance of bookings at management discretion
- All equipment provided should be used with due care and any damages will be charged to the booking party

- Noise is permitted until the 10.30pm booked time, then the space should be vacated, lights and heaters switched off and blinds pulled down before locking the building and replacing the key.
- Any misuse or theft of equipment will be reported to the Police as part of our agreed insurances.