

Please see the most frequent invoicing queries below. If your question is not answered, please email office@cornwallmusicservicetrust.org

| Question/Issue | Answer |
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| When will I be sent an invoice? | <p>Invoices for ongoing current lessons will be sent out just after the end of each term for the next term in advance.</p> <p>Invoices for new starters will be sent as soon as the teacher has transferred the pupil from the “waiting list” to a scheduled lesson.</p> |
| I cannot open the emailed invoice. | Please ensure you have the most recent version of Adobe PDF Reader on your device. If you cannot read on a phone, use a laptop/desktop. If you still have problems, please email the office and we will post a hard copy to you. |
| What is the total payable amount? | The bottom right figure is your current account balance which includes the charges for this term and any outstanding invoices or credits. |
| How many lessons am I being charged for? | <p>The invoice will show the lesson type charge rate you signed up for and a total amount, from which the number of weeks can be deduced.</p> <p>Typically the full Autumn Term is 12 lessons, The Spring Term is 10, and the Summer Term is 12</p> |
| The teacher missed lessons. Will I be refunded? | <p>Teachers mark their registers when they are absent. They will where possible schedule a make up lesson.</p> <p>For instance, if the 12 weekly sessions in the Autumn term are scheduled from 5 September to 29 November, and a teacher is absent on 19 September, a make up lesson could be scheduled for 5 December.</p> <p>If a lesson cannot be made up, an itemised reduction will show on the following term’s invoice.</p> |

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| <p>My child missed a lesson due to illness/other activities. Will I be refunded?</p> | <p>No. We must pay the teacher for their full weekly contracted time and charge parents accordingly.</p> <p>If the teacher is given sufficient notice of an absence, they will try to give some extra time to that pupil later in the term where possible.</p> |
| <p>My child is entitled to remission but I am still being charged. Why?</p> | <p>Any remission allowance will be itemised on the invoice. If it is not, it could be that you failed to notify us of the remission when signing up for lessons. If notification is received after we have submitted our claim to Cornwall Music Education Hub you will be liable for the full amount this term but we will be able to claim for future terms. Please contact the office.</p> <p>If a remission allowance shows, the balance is the difference between the cost of the lesson and the remission, which is a set amount. E.g. a £5 remission effectively makes a £5 Group Type 1 lesson free, but a £6.70 Group Type 2 lesson with £5 remission means we charge you £1.70 per lesson.</p> |
| <p>My child is no longer attending lessons. Why have I been charged?</p> | <p>As per the terms and conditions you agreed to when signing up for lessons, 6 weeks notice of discontinuation must be given in writing to the office. You will be charged for the number of lessons scheduled within that 6 week period.</p> |
| <p>I wish my child to learn another instrument, will I still be charged a notice period?</p> | <p>The notice period is linked to the teacher. A new instrument with the same teacher (e.g. flute instead of clarinet) will not incur additional charge. If a child stops and takes up a new instrument with a different teacher (e.g. guitar instead of clarinet), the notice period for the first instrument will be charged as well as the lessons on the new instrument, regardless of any overlap.</p> |

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| <p>The school are paying for my child's lessons through pupil premium.</p> | <p>We must be notified of this before lessons commence. Please pass the invoice you have received on to the school and ask them to email us to confirm their agreement to pay. We will then amend your record.</p> |
| <p>My child's mother/father pays for lessons so invoices should be sent to them.</p> | <p>Invoices are sent to whomever made the original application and agreed to our terms and conditions. We will only change debtor information if we receive written confirmation from the new payee.</p> |
| <p>I am being chased for a payment I have already made.</p> | <p>If you believe an invoice has already been paid, please email the office with:</p> <ol style="list-style-type: none"> 1) Date of payment 2) Method of payment (i.e. bank transfer, paypal, cheque) 3) Name on bank account 4) Cheque number if relevant <p>It is rare for us to mis-log a payment. If an incorrect invoice or payer account reference is quoted, and/or there is not enough information to tally a payment with a payer, a received payment may be put in a holding area until it can be correctly allocated.</p> |
| <p>I tried paying through your online portal but it didn't take me through to Paypal.</p> | <p>A very small number of people have reported that after entering their invoice details on our website payment page, they are taken straight to the "Thank you for paying" page without being asked for payment details. If this happens to you, please email the office.</p> |