



22 April 2020

Dear Parents and Carers

Re: Instrumental lessons at St Martin's – COVID-19

I am writing to clarify some information regarding instrumental lessons at St Martin's during this period of uncertainty.

Firstly, I would like to re-affirm the security of your son or daughter's tuition once we are able to return to school. Under normal circumstances, if we have not received payment for the upcoming term, we will assume that you no longer wish for your son or daughter to have lessons and remove their provision. Naturally however, this would not be a fair action to take under the current circumstances, so please rest assured they will remain on our lists for September.

Secondly, due to our unexpected early closure, the vast majority of students were only able to receive nine out of the ten lessons that had been paid for last term. There are two possible courses of action going forward, the first is to issue a credit note for the missed lesson, which you will be able to use when paying for lessons for the Autumn Term 2020, the second is to issue a refund for the lesson that was not delivered and you will then be invoiced for the normal ten lessons when we return. If I do not hear from you, I will assume you are happy to receive a credit note rather than a refund.

Finally, I am aware that a small number of you had paid for your course of summer term lessons in full ahead of our indefinite closure. If this is the case, the above two actions are again applicable, we can either issue you with a credit note, or alternatively we can offer you a refund. Again, we will assume the former is the case and you will not receive a refund unless I hear from you.

I hope this clarifies any concerns you may have had, and please do not hesitate to contact me via e-mail at mharris@st-martins.essex.sch.uk should you have any additional concerns. I would like to take this opportunity to wish you and your family well at this time.

Yours sincerely

Mr M Harris
Head of Music