

Courses

1. Course Information

We make every effort to ensure that information published on our website and in our brochure is accurate. Occasionally information may be out of date or incorrect due to human error or circumstances beyond our control. Where information is incorrect, we reserve the right to not accept your booking for the affected course or, where your booking has already been made, not to deliver the affected course. If this is the case, we will inform you and you will not be charged for the course.

If the information affected is the course price, we reserve the right to charge you the correct price for the course. Should this be a lower amount than that you paid, you will be refunded the difference.

Occasionally, circumstances outside our control make it necessary to make changes to courses. We reserve the right to make any alterations to advertised courses (including changes to tutors) without notice and without being obliged to offer a refund or exchange.

2. Booking

We accept bookings by phone or via our website. Enquiries via email do not constitute a course booking.

Your course fee comprises a non-refundable deposit and balance. Your deposit (along with any supplementary accommodation fee) is due within seven days of your booking being confirmed. If you do not pay your deposit by this time, your booking will be cancelled and the course place released.

Your course fee balance is due one month before the start of your course. If you do not pay the balance by this time your booking will be cancelled and the course place released. You will be refunded any supplementary accommodation fees, if applicable.

If you are booking within one month of your course start date, the entire fee (inclusive of deposit, balance and any supplementary accommodation fees) is due within seven days of your booking being confirmed. If booking seven days or less in advance the course start date, fees are due before start of the course.

All fees due must be paid before the start of the course. We reserve the right to refuse entry to the course if you owe us any fees.

We accept payment via most major credit or debit cards, excluding American Express, bank transfer or cheque.

We may ask for proof of age if you are booking using the Under 27s discount. We reserve the right not to apply this discount to your booking if you do not provide proof.

Your booking will be confirmed by email.

If you have made a booking on behalf of someone else, you are responsible for ensuring that they abide by these terms and conditions.

3. Deposits

Your course fee includes a non-refundable deposit. The current deposit rates are:

Code	Type	Amount
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100 series	1 day course	Full fee
200 series	2 night course	£40
300 series	3 night course	£50
400 series	4 night course	£60
500 series	5 night course	£70
600 series	6 night course	£80

4. What does the course fee include?

A residential course fee includes standard single accommodation (with hand basin and shared bathroom facilities), tuition, use of relevant facilities and full board, including any hot beverages and refreshments served at break times, and, where applicable, entry to a course concert. Supplementary charges are payable for an ensuite room and for single occupancy of a double room.

A non-residential course fee includes everything provided in the residential course fee less accommodation and breakfast.

The fee for a non-residential one day course (100 series) includes tuition, use of facilities, lunch and breaktime beverages and refreshments.

Should your course fee include anything further, it will be mentioned in the course listing or in advance information we provide to you.

5. Amending your booking

Should you wish to make a change to your booking, please contact us. We will let you know whether your requested change is possible and whether there are any additional fees or charges due as a result of the change.

You may transfer your course fee from one course to another subject to availability up to 14 days before the start of your original course. In addition to any difference in price and the deposit for your new course, a £20 administration fee will be due.

Please note the administration fee will be waived for current Benslow Music members. However, members must still observe all other conditions, including the 14 day notification period.

6. Cancelling your booking

We appreciate things can change after you've made your booking. You may cancel your booking at any time or for any reason by phone or email. Please note that your booking is considered cancelled from the receipt of your call or email.

Should you cancel your booking, you may be entitled to a full or partial refund. Your refund may be issued via Benslow Music gift vouchers, bank transfer, or returned to your original payment card. We also invite you to consider donating your refund towards our bursary scheme.

Your entitlement to a refund depends on when you notify us of your cancellation. For courses in the 200-600 series this is as follows:

- More than 28 days before course start date – full refund less deposit
- 22 – 28 days before course start date – 75% refund less deposit
- 15 – 21 days before course start date – 50% refund less deposit
- 8 – 14 days before course start date – 25% refund less deposit
- Less than 8 days before course start date – no refund

Bookings for non-residential day courses (100 series) are non-refundable. This does not affect your statutory rights under the Consumer Rights Act 2015 and as may be amended.

Please note that terms of cancellation are applicable to all customers, including Benslow Music members.

We do not offer booking insurance and recommend that you take out your own insurance to cover potential cancellation. Unfortunately, we are not able to provide recommendations of insurance providers and recommend you find a suitable provider to meet your needs.

7. Accommodation

Your course fee includes standard single accommodation with hand basin and shared bathroom facilities. Ensuite, twin and double rooms (including single occupancy of a double room) are available subject to availability.

If you wish to upgrade your accommodation, you may do so at the point of booking. Supplementary fees will be payable as follows:

Series	Type	Single Ensuite	Double/Twin Standard (Sharing)	Double/Twin Ensuite (Sharing)	Double Standard (Single Occupancy)	Double Ensuite (Single occupancy)
200	2 night	£45	£35	-£15	£25	£55
300	3 night	£60	£45	-£20	£30	£75
400	4 night	£75	£55	-£25	£35	£95
500	5 night	£90	£65	-£30	£40	£115
600	6 night	£105	£75	-£35	£45	£135

You may make us aware of any accommodation preferences when you book. However, we are not able to guarantee a specific bedroom with your course booking. We will make reasonable efforts to accommodate your preferences. However, we reserve the right to provide you with any bedroom of the appropriate accommodation type.

Please note that we operate quiet hours between 11pm and 7am. You must not cause any noise disturbance during these hours.

If you wish to extend your stay at Benslow Music, please contact us. Occasionally, it is possible for us to offer an additional night's accommodation before or after the course. Additional accommodation is payable at our Bed & Breakfast rates.

8. Checking in and out

Unless otherwise indicated, you may check in to your room from 4pm on the day your course starts. We cannot guarantee that early check in will be possible. If your course has different check in arrangements, you will be notified via email.

You must check out of your room by 10am on the last day of your course. Your key must be returned to reception by 4pm at the latest. Lost or non-returned keys will incur a charge of £25.

9. Accessibility

Our campus is set in a Victorian estate comprising largely of heritage buildings. Most practice rooms are on the ground floor with level access. Accommodation is largely on the upper floors of buildings. However, we have several dedicated accessible bedrooms with accessible ensuite facilities.

We are committed to non-discrimination and reasonable adjustments for disabled participants under the Equality Act 2010. If you have any access requirements that may impact your accommodation, how you undertake your course, or your experience while at Benslow Music, please inform us when booking. We will make reasonable efforts to accommodate your requirements (subject to availability where applicable).

If you plan to be accompanied by a personal assistant or essential companion to enable your attendance and participation in your course, we are able to offer them free board and accommodation as part of shared standard twin room. Your accommodation will be charged at standard single rate and you will be responsible for any room supplements (e.g. ensuite).

10. Catering

Please see 'What does the course fee include?' for details of catering included in your course fee.

We run our own kitchen on site and our kitchen team will make all reasonable efforts to ensure that your dietary requirements are met. You acknowledge that it is your responsibility to ensure that you have provided up to date information regarding your dietary requirements at the point of booking.

11. Providing information

As part of your booking, we ask you to provide information about your access and catering requirements. Your course may also require you to provide information such as repertoire or instrument sizes in order to run effectively. By booking, you agree to provide information in a timely manner.

If your requirements change after you make your booking, please notify us as soon as possible.

Should you not provide accurate information or provide information at the last minute, we will do our best to accommodate your requirements but do not guarantee to be able to do so. We will not be held liable for any issues arising from being provided with incorrect or inaccurate information.

12. Waiting lists

If there is no available place for your course when you go to book, we will add you to a waiting list at your request.

If a place becomes available, we will contact you by phone (leaving a voice message if you are unreachable at the time). You will then have until 5pm the following day (or next day of opening should our office be closed) to accept the place offered. If we do not hear back from you within this time, your place will be offered to the next person on the waiting list.

No deposit is required if you are placed on waiting lists and we do not at any stage disclose any other customer names on waiting lists.

13. Course entry requirements

To ensure all participants are able to have the best experience, we give each course an ability level and list any specific entry requirements. By booking, you confirm that you have provided correct information regarding your ability level or further entry requirements. Should we believe that you do not meet the requirements for a course, we reserve the right to cancel your booking or transfer you to another course.

We reserve the right to implement any form of assessment or audition process to ascertain that potential course participants meet the requirements of a course before confirming bookings.

In some circumstances, due to the popularity of a course, we may implement a ballot system to more fairly distribute the opportunity to attend. Details of how ballots operate will be shared on the course listing or directly to Benslow Music members if implemented during members' priority booking.

We reserve the right to refuse entry onto a course for any reason including but not limited to, ability level, safety concerns, or failure to uphold our Code of Conduct.

14. Age restrictions

By booking you confirm that you are at least 18 years old. Unless advised otherwise, under 18s are only welcomed on courses with the tutor's agreement.

If agreed, participants aged 16 or 17 may attend a course independently provided we receive written consent from a parent or guardian. Participants aged under 16 may only attend if accompanied by a parent or guardian for the duration of the course.

If you are under 18 and wish to book on a course, please contact us before booking to discuss arrangements. If you have already booked and we are not able to offer you a course place, your booking will be refunded.

15. Bursaries

We offer bursaries for our courses to anyone who can demonstrate need. Please see our Bursaries page for further details.

If you have been offered a bursary, you agree to provide us with feedback on your experience in the format we share with you. Your bursary place is non-transferable, either to another course or another individual.

16. Safety and Security

By booking you agree to cooperate with us in ensuring that your course is delivered safely and that our campus remains secure. This includes following instructions given by our staff.

You confirm that you are capable of managing your own physical and mental wellbeing. Any medical conditions that may compromise your safety or wellbeing during your course should be disclosed to us during your booking.

You will receive a health and safety briefing during your course welcome, including what to do in the event of a fire. By booking you confirm that you will attend this session during your course.

You must not bring any potentially hazardous, dangerous or illegal items onto our campus, or conduct any dangerous or illegal activity while on our campus.

If you or another course participant suffer an accident or injury during your course, please notify the Front Desk immediately. We have trained First Aiders on site.

You will be issued with a Benslow Music identification and lanyard on arrival. You are required to wear your identification at all times while on site for your course.

You agree that you will not attempt to move any of our keyboard instruments yourself. If you require a keyboard instrument moving, please request at the Front Desk.

Your musical instruments are your responsibility during your stay and leaving instruments unattended is at your own risk. We accept no liability for any loss or damage to instruments while on site unless caused by action or negligence of our staff.

We take the safeguarding of all course members seriously. If you have any concerns relating to the safety of you or any other person attending our courses, please speak to the Head of Music (Designated Safeguarding Officer), Duty Manager or make yourself known to a member of staff. You can read our full [Safeguarding Policy](#) on our website.

17. Practice Rooms

As a course member you are able to book a pre-course practice room between 2.30pm and 4.30pm on the day your course starts, subject to availability. To book please contact our Front Desk on reception@benslowmusic.org. Practice rooms are charged by the hour and a price will be confirmed with you. Charges are waived for current Benslow Music members.

We allocate teaching and practice rooms based on the needs of all courses running. You are welcome to request a specific practice room when booking your course. However, we do not confirm course teaching/practice rooms in advance and cannot guarantee we will be able to accommodate your preference.

When not in a teaching session, you may book practice rooms subject to availability. You will find sign-up sheets by the entrance to each room to reserve a timeslot.

Practice rooms are not available during our quiet hours, 11pm to 7am.

To ensure all the Benslow Music community can enjoy our campus, you agree that you will leave practice rooms clean and tidy, returning all furniture, music stands and other equipment to where they are stored. All practice rooms display the equipment that should be found in them.

18. Guests

You may request to bring a guest to our campus during your course, subject to availability of accommodation and catering. Please contact the Front Desk on reception@benslowmusic.org to discuss arrangements at least 24 hours before the start of your course. Guest accommodation and catering is subject to additional charges, which must be paid before the start of your course.

You agree that you are responsible for your guest's conduct while they are on our campus.

19. Pets and other animals

We are not able to accommodate pets or other animals except guide dogs, assistance dogs or hearing dogs.

20. Smoking and vaping

Smoking and vaping are strictly prohibited throughout our campus except in the designated smoking area.

21. Parking

As part of your booking, you will have access to our on-site car park and are free to park for the duration of your course. Please note that our car park has open access. You acknowledge that you accept responsibility for your vehicle and any belongings left in your vehicle. We will not be held liable for any damage, loss or theft of your vehicle or any belongings left in your vehicle.

22. Bar

We operate a bar on our campus which you are welcome to use during your course stay. The bar is open until 11pm (Mon-Sat) and 10.30pm (Sun). You may open bar tab during your course, which must be settled before your departure.

23. Filming, recording, photography

We reserve the right to video, record or photograph visitors to our campus, including course participants. Recordings and photos are used on our website, social media and brochures. By booking, you give your consent for these images to be used. If you would prefer photographs were not taken of you, please let us know before the start of the course.

You may not use cameras, tape-recorders or any digital recording, photography or imaging devices to record course sessions or concerts, unless explicitly agreed with us and the course tutor.

24. Lost property

Any belongings left on our campus will be held by our Front Desk for 30 days before being disposed, with the exception of any medication which will be disposed immediately.

If you believe you have left any belongings on our campus, please contact the Front Desk on reception@benslowmusic.org. We will also make reasonable efforts to identify the owner of any lost property.

Lost property may be collected from the Front Desk during campus opening hours or posted to you at your request. You will be liable for paying postage fees at standard Royal Mail rates.

25. General

We will not be in breach of these terms or liable for any failure to perform any of our obligations due to any event which occurs that is outside our reasonable control. This includes but is not limited to: natural disaster (fire, earthquake, flood, hurricane), extreme adverse weather event or other act of God, civil disorder, war, industrial action, public calamity, royal demise, prohibitive government regulation, epidemic, failure of utilities or services, or damage to buildings.

We are not liable for any losses or damages not caused by our act, negligence, breach of these terms or non-compliance with legislation.

While we take all reasonable steps to ensure your safety and the safe delivery of our courses, by booking and attending a course, you acknowledge that you do so at your own risk. You are responsible for taking care of your own health and wellbeing during your time on campus.

Under the Hotel Proprietors' Act 1956 (the "Act") we may be liable for loss or damage to your property while you are staying on our campus. Where the Act specifies, we will only be liable up to the maximum sums outlined in the Act. If your property is lost, stolen or damaged during your stay, we will carry out an internal investigation. If we do not feel certain that your property was stolen, lost or damaged through any fault of ours, our liability will be limited to the maximum sums under the Act.

For any losses for which the Act does not specify a maximum liability or are not covered by the Act, our maximum liability to you will be the fee you paid for your course.

Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, fraud, or for any other liability which cannot be excluded or limited by law.

26. Privacy

By booking, you consent to the processing of your personal data as set out in our Privacy Statement. We abide by the provisions of the Data Protection Act 2018 and UK GDPR in relation to the collection, storage, and processing of personal data.

Prior to your arrival for your course, we do not disclose the names of other participants booked onto your course.