



Westport Art & Music School

Welcome to WAMS!

Whether you're starting out on your music journey or returning to lessons after a break, we're delighted to have you on board.

Below you'll find details of our payment options and cancellation policy. Should you not find what you're looking for, you can find our contact details at the bottom, so feel free to get in touch.

Trials and Payment Options

You can book a trial lesson online at any time through our website or over the phone.

The availability that shows is based on a first come first served basis and times cannot be held without payment prior via phone or in-person.

If you are still unsure of committing to lessons, a month of lessons can be arranged by a once-off invoice but must be paid over the phone in advance.

Instrument Renting

We have a limited amount of instruments to rent from our school, so please let us know if you will need to borrow a guitar for example before your first lesson. Our rentals are €10/week.

If we don't have what you need we can recommend the Castlebar Library where they have an instrument bank set up with Mayo County Council

<https://www.mayo.ie/library/services/instrument-lending>

Sibling Discounts

We offer **20%** off for families attending multiple services/lessons. Please let a member of staff know if you are eligible for this.

Our Cancellation Policy is a minimum 48 hours notice

If you cannot attend your lesson, we require a minimum of 48 hours notice. Failure to notify the school will result in the lesson still being charged as usual.

In the event of an emergency, it is advisable to let us know as soon as possible and it will be decided upon the tutor's discretion whether to waive the cancellation fee or not.

All cancellations require written notice via email/text. Please do not expect your tutor to make note of it as they are not in control of bookings and may forget to pass this onto admin staff. So please contact us directly with rescheduling/cancellation queries directly to ensure a smooth procedure.

If a tutor cancels, the lesson will not be charged for and we will always attempt to try and re-schedule as opposed to cancelling it.

Our mobile (0874631158) is also active for now but we will be slowly transitioning away from this service as it's becoming inconvenient for admin to keep track of which communication preferences families have.

Tutor Cancellation Notification - 48 hours notice

In addition, should a tutor cancel and the lesson is within 48 hours of the notification period you will be contacted via email AND SMS/WhatsApp. Again you will not be charged for and we will always attempt to try and re-schedule as opposed to cancelling it.

If you have any questions, contact us: **098 44573** or westportartmusicsschool@gmail.com

Payment Plans

Invoicing

We are trying to phase-out our current invoicing system as it's labor-intensive and can cause confusion with due-dates, re-scheduling and our online booking system; so for this reason we ask all those currently on invoices to start preparing to move to pricing plans via Direct-Debit in March/April.

Our pricing plans act as direct debits and are exactly the same as our invoicing with the added benefit of setting it up once and forgetting about it. In the event of a cancelled lesson, we will automatically pause your subscription ahead of time.

This will suspend your plan and it will simply be delayed by that amount of time that you're unable to attend.

You can use the link to our Subscription page where you sign up and simply choose the plan than you are currently on: <https://www.westportartmusicsschool.com/plans-pricing>

Regular Pricing Plans

MONTHLY (30min) € 100 Every month Suitable for regulars with already confirmed timeslots on a weekly basis Select	MONTHLY (60min) € 160 Every month Suitable for regulars with an already confirmed time slot for a weekly basis Select
---	---

On our website, our regular customers will choose one of the follow two options:
Either the 30 minute lesson plan or the 60 minute plan.

Sibling Discounted Plans

Customers who have more than one family member attending the school can avail of the Family Deal, and just as above, you can click on the 30 minute plan or the 60 minute plan, as shown below.

MONTHLY-Family Deal (30min) € 80 Every month Criteria for this plan are strictly for families attending services with 2+ children signed-up Select	MONTHLY-Family Deal (60min) € 128 Every month Criteria for this plan are strictly for families attending services with 2+ children signed-up Select
--	---

****Please note that after you sign up for these plans you DO NOT need to make any further steps such as booking your timeslot as this will be done automatically from admin staff redeeming from your current plan.**

Cash Payments

For those paying by cash we advise that you use a clearly labelled envelope, with full name of Parent & Student to be dropped in ideally during business hours 10am-8pm and handed to a member of staff (although the letterbox can be used in certain circumstances) **5 days prior to the lesson.**

Failure to do so will result in your lesson being cancelled on our booking system and possibly future bookings becoming un-available due to demand.

Student Timeslots

From time to time, a student may need to take a break from the lessons. This may be due to school holidays, changes in personal circumstances, etc. Naturally, situations may arise where notice of such absence can be limited, so we ask that you provide as much notice as possible.

Please speak to a member of staff about these arrangements. **We can hold a timeslot for no longer than one month.**