



Thank you for choosing me to help you enjoy making music.

I'm so happy to work with so many wonderful people of all ages in our supportive and friendly studio.

I appreciate your awareness and observance of the below guidelines, which help us to work together easily and enjoyably.

If you have any questions, please let me know and I'll be happy to help.

Rosie Bradford, Founder, Happy in Harmony Music, March 2023

Payment

Please kindly make payment prior to all sessions. If a payment is not made prior to a session, it may be necessary to reschedule the session.

Rescheduling

I do understand that from time to time you may need to miss a session due to unforeseen circumstances.

If you aren't able to make your lesson time, please let me know with as much notice as you can and I'll do my best to reschedule the lesson. The more notice you can give, the better the chance of a reschedule.

If sessions are missed without notice, the session will not be rescheduled and will be chargeable.

Where reschedules aren't possible

There may be a rare circumstance where I can't make our planned session time for reasons of capacity, or in exceptional circumstances. In this circumstance I will give you as much notice as possible.

If I cannot fulfil a lesson due to my circumstances, and a reschedule is not possible, a credit will be given where appropriate, or if necessary, a refund.

Refunds

If you change your mind about booking a session with me, you have the right to request a refund within 14 days of purchase, in accordance with UK law, which will be given, minus a 5% transaction fee.

Refunds for coaching will not generally be offered, especially when a coaching session has already been delivered. If you wish to request one, you have the right to do so in accordance with UK law.

Please refer to the Your Learning Journey section of this document for guidance on communicating with me during your sessions to help keep them a positive experience for everyone.

Availability for Coaching

I generally coach during term time only, using the dates set by [Teesdale School, England](#). Occasionally, I may also offer coaching outside of term time.

I live in the UK, and I coach between 9am and 8.40pm UK time, subject to availability.

In person sessions take place on Mondays, Wednesdays and Thursdays at TCR Hub, Barnard Castle, in the afternoons and evenings. Online sessions can also take place on these days, and there are further options in addition to this if needed, including Tuesday morning or evening. Saturday evenings can also be available, subject to my schedule, for people who are unavailable during the week.

(Sundays are strictly for relaxing and roast potatoes!)

How do I book my session?

I will contact you when you purchase the package and let you know my availability in the next few weeks.

How long after purchase can I book my session?

I think there's no time like the present, so will always aim to have initial sessions within 1 month of purchase. However, I don't want that to put you off if you're currently away and busy, and want to seize the day and commit to a singing session.

Also, I understand you may be purchasing as a gift for a future event. So all session purchases are valid for 6 months from the date of purchase.

I.e. All sessions must take place within 6 months of the purchase date.

If there are circumstances that prevent this from happening (for example, there are challenges around my availability) I will consider these on an individual basis.

My Forthcoming Surgery

Please note that I will be having some routine surgery in 2023 which I expect to happen at some point June-September. When I return I will need a break (I expect around 2 weeks). I will give everyone as much notice as possible, though this may happen at short notice. Any postponed lessons that have been paid for will be credited when I return to coaching, or refunded if necessary.

Timekeeping

Please arrive for your session in good time for the session start time.

My online sessions are via Zoom, and are limited to 40 minutes.

If for any reason I am delayed in logging in to our session, for example due to technical issues, I will ensure that you have your full session time. This may involve logging in to a new session. Thank you for your understanding.

Communication

The best way to contact me is by email. For urgent communication only, for example if you are running late or cannot attend your session at short notice, please text me.

Please note that I don't have facebook messenger or instagram on my phone, so I will only check these periodically.

Safeguarding

As an education professional, I acknowledge my duty of care to safeguard and promote the welfare of children and vulnerable adults. I am committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

Wellbeing

Your wellbeing is very important to me.

If you or your child have learning needs or preferences, or there are circumstances that I may need to be aware of in order to coach you in the best and kindest way possible, please do let me know.

Please be assured that anything you share with me will be treated with sensitivity and confidence, in accordance with my safeguarding policy.

Please let me know details of any medical conditions that could affect our lessons, and ensure you have any relevant medication about your person.

Your Learning Journey

Learning anything new comes with challenges. I'm here to help you navigate them with kindness, and a sense of humour. I encourage a growth mindset (which means if you tell me that you can't do it, I may say 'you mean you can't do it yet!')

I try to give the right amount of stretch to ensure you make progress, without you becoming overwhelmed.

From time to time, I may pick something too challenging, or you might have a particularly full brain one day, and it may be a stretch too far.

It's OK- we can always take a step back, or sideways, or skip something completely. Everyone is different, and it may take a little while for us to get to know each other. Though feeling frustrated from time to time can be a normal part of the learning process, it is part of my role to help you keep that a temporary feeling.

So if you do find that there is anything you are not enjoying about the process of learning, or the music we're using, please do tell me- because there's always another way of doing things.

Confidentiality

I'm in the process of writing a book or two, and am also developing an online course. As part of those projects, I may write about experiences from my studio. I will not use names without your permission, and all my writing is done with kindness and positive intention.

If you do not wish for you or your child to be included in my writing work, please just let me know.

I don't take pictures of students outside of concerts, where the appropriate permissions will be requested.

I may however take a snap of a toy, a book, music, or even some interesting footwear that a child brings in to share on social media, to show the lighter side of lessons.

Again, if this is something you would prefer I didn't do, please let me know.

Practice

Everybody knows that ideally, most learning takes place outside of the studio. For the best results, they need to be combined with personal

practice, group activities (such as bands or choirs) and listening to lots of different styles of music.

My most capable students are the ones who do the most effective, regular practice.

Regular practice will help you make progress and stay motivated, even if it's only 5 minutes most days.

This doesn't need to mean doing hours and hours each week. Although ultimately this is what is required to get to a very high standard, the important thing is establishing the habit of practice, and keeping it fun.

If I have a concern about the level of practice and the impact on progress I'll talk to you about it. Ultimately, if a student is not able to commit to the amount of practice needed to achieve positive progress for them, it may make sense for us to stop working together.

I recommend that all students sign up to my free enewsletter for musical tips and resources to support your learning and help you stay motivated. You can sign up on my website homepage : www.happyinharmonymusic.co.uk

Stopping or Pausing Regular Sessions

I value every student who I work with, whether it's for one session or over many years.

As a coach I understand that people grow and change and wish to move on. So if you think you may like to stop or pause your sessions, please just have a chat with me about it, with as much notice as you can.

Sometimes life happens and we need a break from lessons, and I understand that, and I always try my best to find a space for students who wish to return.

My Wellbeing

Like many professional musicians, I live my life on the autistic spectrum.

I think it's worth letting you know a little bit more about this part of me, as more understanding in the world can only be a good thing.

You may notice that various things are slightly different, or you may not.

My speaking style may involve short pauses whilst my brain catches up. My levels of eye contact may be more or less than you may expect.

My body language and facial expressions may be more or less expressive.

It's possible that there may be times during your lesson that I need to take a short pause, or a 'brain break'. Usually, you won't notice this, as I'll just ask you to play or sing me something (music is very restorative- that's why I do it).

I do sometimes say "let's stop there," so please observe that.

If I do experience what is called a 'shutdown', (this is where an autistic person becomes temporarily overwhelmed) during your lesson, I may be quiet for a short while, and if you ask me a question, I might not be able to respond straight away.

It's quite a rare occurrence, as I'm generally quite good at managing my energy. However, if it does happen, please just allow me to be quiet, and I'll respond as soon as I can. They don't normally last very long, usually just a few seconds.

One thing about my particular experience of autism is that I'm not always great at reading between the lines or taking hints, so I really value direct and honest communication.

Very rarely, it may be that my mental health isn't up to coaching on a particular day due to various circumstances. If this is the case I will let you know, and I'll arrange for our session to be rescheduled.

If you have any questions about this, please do let me know, either by email or after our session.

Thank you for making music with me. I'm so grateful to work with such a lovely community of musicians.

Rosie Bradford, Founder, Happy in Harmony Music, March 2023