

SLYO TERMS & CONDITIONS 2026-27

APPLICATIONS

- Applications are processed in order of receipt.
- By applying, you agree to pay the full fee applicable and for your child to attend the entire course and concert.

BEHAVIOUR & CARE

- SLYO is a happy, creative and professional learning environment.
- SLYO staff will take all reasonable care of pupils, but neither the staff nor SLYO can be held legally liable for any personal injury, loss of, or damage to property, unless due to negligence.
- SLYO prides itself on being a happy, caring learning environment. Disruptive behaviour in or out of rehearsals will not be tolerated. Tutors have the right to ask a pupil to leave a rehearsal if behaviour is disruptive. If disruptive behaviour continues, the Director may ask the pupil to leave the course.

FEES, REFUNDS & PANDEMICS

- Course fees are invoiced on receipt of application and must be paid by the due date before a place is confirmed.
- If you cannot pay in full at point of application, please let us know by email and before the invoice due date expires.
- Refunds cannot be made for student cancellations or non-attendance, including for illness. This is because SLYO's costs do not reduce when a pupil is absent.
- If a course withdrawal is known about in advance, we will be able to offer a refund minus an admin charge, if:
 - we have a suitable replacement pupil on our waiting list
 - there is enough time to enrol the replacement pupil without compromising pre-course preparation
- Refunds are subject to an admin charge:
 - £50 admin charge for up to 4 weeks' notice, prior to the course commencing
 - £80 admin charge for less than 4 weeks' notice, prior to the course commencing
- Fees cannot be carried over to the next course.
- If SLYO is cancelled due to reasons not covered by insurance (eg pandemic), all fees paid to SLYO beyond £80 will be refunded. £80/pupil is non-refundable. The retained sum contributes to the cost of administration that takes place for the 4 months prior to a course commencing and ensures a future for our orchestras.
- SLYO will only plan courses when government guidance suggests it is safe to do so.
- Pandemic safe information including measures in place at SLYO will be sent prior to a course commencing. Staff, pupils and parents must abide by government guidance and SLYO's safety measures.

COMMITMENT CLASH

- Tell us well in advance of a course starting if your child has an exceptional circumstance that might mean requesting time out from a course, eg GCSE results, a hospital appointment.

ILLNESS

- We realise it is hugely disappointing to not complete or take part in a course due to illness, but we require the SLYO community to exercise collective responsibility and follow the long-established pattern of staying at home if unwell. Please note:
 - Contagious illnesses require 48 hours absence e.g. sickness or diarrhoea
 - A high temperature or nasty cough requires absence until symptoms have subsided
 - A headache that prevents your child being able to stay in rehearsals requires absence
- Please get in touch with us at jasspa.slyo@jags.org.uk if your child is unwell. Wherever possible, we will do our best to slot them back into their section once well again. Our decision here will need to be a musical one made by the tutor and conductor, considering both what is achievable for the child and the ensemble.
- We regret it is not possible to give refunds in the event of pupil absence. This is because SLYO's costs are not reduced when a student is absent.



COMMUNICATION

- Invoices and course information are sent via email. Parents/Guardians should provide a valid email address for this purpose and ensure that emails from SLYO are not considered SPAM.
- By giving us your email address, you are agreeing to us communicating with you from jasspa.slyo@jags.org.uk.

MEDICAL & SPECIAL EDUCATIONAL NEEDS

- We ask parents to provide details of medical conditions or special educational needs that might affect participation at point of application and to keep us updated of any changes.
- Minor injuries may be treated by SLYO's first aider unless a communication advising to the contrary is received in writing from a parent/guardian.
- We are a nut and sesame free school so products containing nuts and sesame are not allowed on site.

PHOTOGRAPHS and FILM

- SLYO may take photographs/film to publicise activities in the future.
- Individual students will not be identified by name.
- Pupils aged 13+ will be given a form regarding their consent for photographs.

REGISTRATION

- Parents must ensure that their children comply with our registration system:
 - All pupils must register in and out daily at their ensemble's reception.
 - SLYO 3, 4, Concert Band and Cello Choir pupils under 12 must be collected by a parent/guardian. If a child is in SLYO 3, 4, Concert Band or Cello Choir is younger than 12yrs and the parent would like them to sign out independently, please email jasspa.slyo@jags.org.uk in advance of the course starting.
 - SLYO 3, 4, Concert Band and Cello Choir pupils age 12+ sign out independently.
 - Pupils in SLYO 1 + 2 sign out independently irrespective of age but are also welcome to wait in reception until their parent/guardian arrives to collect.
 - Pupils in SLYO 1 aged 15+ are allowed to sign out at lunchtime but must return in good time for afternoon rehearsals

SAFEGUARDING

- All teaching areas beyond reception are for pupils and staff only.
- For our full safeguarding policy please [click here](#).

UNIFORM for CONCERTS

- Cello Choir + Concert Band – SLYO T-shirt (£14), black bottoms and black shoes.
- SLYO 4 – SLYO T-shirt (£14) and own choice of bottoms and shoes.
- SLYO 3 – SLYO T-shirt (£14), black bottoms and black shoes.
- SLYO 2 – White shirt/blouse. Black bottoms and black shoes.
- SLYO 1 – All black.