Singing Exams - Terms & Conditions

Lessons, examination entry, fees, attendance and examination arrangements

Applies to	Singing Exams
Version	October 2026 | Review by October 2027

These terms apply to OTMYT singing exams provision, including the programme of individual lessons, preparation, resources where applicable, examination entry and the examination itself. Exact grades, lesson lengths, dates and fees are confirmed in the current offer, website information and invoice.

Programme and lessons

- The standard programme consists of 12 individual lessons during the term, followed by the examination at or around the end of the term. Lesson length may vary according to grade or programme and will be confirmed by OTMYT.
- Parents/carers are responsible for ensuring that the candidate attends punctually and undertakes any practice, preparation or learning agreed with the tutor between lessons.
- Progress depends on attendance, preparation and the candidate's individual development. OTMYT cannot guarantee a particular level of progress in a fixed period.

Missed lessons and rearrangements

- Where a candidate misses or cancels a scheduled lesson, that lesson is normally forfeited and no replacement, refund or credit is due.
- Exceptionally, where substantial notice is provided and the tutor has suitable availability, OTMYT may agree to rearrange a lesson. Rearrangement is discretionary and is not guaranteed.
- If OTMYT or the tutor cancels a lesson, OTMYT will seek to rearrange it or provide an appropriate alternative. If no reasonable replacement can be provided, an appropriate credit or refund will be made for the unprovided tuition.

Fees, resources and refunds

- The total fee may include tuition, examination entry, examination-board charges, administration and candidate-specific resources or materials. The amount due and payment schedule are shown on the invoice.
- Once an examination entry fee or candidate-specific resource cost has been committed to a third party, that amount is non-refundable except to the extent that OTMYT receives a refund or credit from the relevant third party.
- Tuition already delivered is non-refundable. If a candidate withdraws from the programme, future tuition fees may be retained or remain payable only to the extent reasonably required to cover OTMYT's genuine loss, including reserved teaching time and committed costs. OTMYT will take account of costs saved and any teaching capacity that can reasonably be reallocated.

- OTMYT may consider exceptional circumstances, but this does not create an automatic entitlement to a refund.

Examination readiness and entry

- OTMYT and the tutor will advise on the candidate's readiness for the intended singing examination and grade. Entry at a particular grade is not guaranteed merely because that grade was initially discussed or intended.
- Where OTMYT considers that a candidate is not sufficiently prepared, it may recommend a lower grade, a later examination session or withdrawal from the intended examination. The parent/carer will be consulted before a material change to the intended entry is made, subject to examination-board deadlines.
- OTMYT cannot guarantee that a candidate will pass, achieve a particular grade or mark, receive a particular examiner, or receive any particular feedback beyond that provided by the examination board.

Examination dates and times

- OTMYT will publish or communicate the examination date, dates or examination window in advance. By accepting the place, the parent/carer agrees that the candidate must be available within that published period.
- OTMYT cannot accept requests for a particular examination date or time. Individual examination slots are allocated according to the arrangements of the examination centre and examination board and are not guaranteed to suit individual preferences.
- The individual examination time will be communicated when it becomes available. If a candidate cannot attend the allocated slot, OTMYT cannot guarantee that an alternative can be provided and fees may be lost under the examination board's rules.

Changes by the examination board or examination centre

- Examination dates, times, examiners, formats and administrative arrangements may be changed by the examination board or examination centre. OTMYT will communicate material changes as soon as reasonably possible.
- Where a third-party examination fee is refunded or credited to OTMYT because an examination is cancelled or materially changed, OTMYT will pass on the corresponding refund or credit to the parent/carer, subject to any separate tuition or resource costs already incurred.

Candidate conduct and information

- Parents/carers must provide accurate and current information relevant to the candidate's participation, including any medical, access or reasonable-adjustment information that may need to be considered for lessons or examination entry.
- Requests for examination-board access arrangements or reasonable adjustments must be made sufficiently early for OTMYT to meet the board's deadlines. Approval remains subject to the examination board's rules.

Staffing arrangements

- OTMYT does not guarantee that any particular member of staff, worker, freelancer, tutor, director, practitioner or other individual will deliver any particular session, lesson or activity, unless OTMYT has expressly confirmed in writing that a named individual is a material part of the booking.
- Staffing may be changed at any time, including at short notice and, where necessary, without prior notice, because of illness, availability, safeguarding, operational requirements or other reasonable circumstances.
- OTMYT will take reasonable steps to maintain appropriate staffing and supervision. A change of staffing alone will not normally create a right to cancel or receive a refund.

Cancellation or changes by OTMYT

- If OTMYT cancels a paid activity, OTMYT will normally seek to rearrange it or provide a reasonable alternative where this is practicable.
- If OTMYT does not provide a reasonable replacement for paid activity that has been cancelled, OTMYT will provide an appropriate refund or credit for the part of the service that has not been provided.
- Where disruption is caused by circumstances beyond OTMYT's reasonable control, OTMYT will not be responsible for indirect or consequential costs such as travel, accommodation or other personal expenses.
- Where the cancelled element is an examination-board service, any refund of the third-party examination fee may depend on the examination board's own terms and the amount actually returned or credited to OTMYT.
- Nothing in these terms affects any statutory rights.

Acceptance of these terms

Parent/carer acknowledgement

By accepting an examination place, paying an invoice or allowing the candidate to begin lessons, the parent/carer confirms that they have read and accepted these terms, including the arrangements for missed lessons, examination availability and the absence of any guarantee of a particular result, examiner, date or time.