

Parent Terms & Conditions

Small Bands. Big Confidence.

Effective: August 2026 | Pop Supernova Ltd | Company No. 17182385

1. Introduction

These Parent Terms & Conditions apply when a parent or carer enrolls a child in Pop Supernova lessons. They form the agreement between you and Pop Supernova Ltd.

Please read these Terms carefully before completing registration. By enrolling your child and accepting these Terms, you agree to be bound by them.

2. About Pop Supernova

Pop Supernova Ltd provides small-group, band-based music sessions for children, primarily within schools. Sessions are designed to build musical skills, confidence, teamwork and enjoyment through practical music-making.

Pop Supernova is not individual instrumental tuition. Children learn as part of a band and may experience a range of instruments and musical roles.

3. Sessions

A standard Pop Supernova session lasts approximately 30 minutes and will normally take place during the school day at the child's school.

Session days, times and band arrangements may change where reasonably necessary because of school timetables, pupil numbers, staffing, performances or other operational requirements. We will communicate material changes where appropriate.

4. Instruments and Musical Roles

Parents and children may tell us about instrument preferences, but a preferred instrument is not guaranteed.

Pop Supernova is intentionally a multi-instrument, band-based programme. Depending on the needs of the band, the song being learned, the child's age and ability, safety, available equipment and the tutor's professional judgement, children may experience instruments and roles including drums/percussion, guitar, bass, keyboard, vocals and other appropriate music technology.

As children develop, opportunities to spend more time on particular instruments may arise. However, Pop Supernova does not guarantee specialisation on a particular instrument or a particular level of musical attainment.

5. Academic Year and Minimum Session Commitment

Pop Supernova operates broadly in line with the academic year and timetable agreed with each school. Parents/carers may enrol their child in either a once-weekly or twice-weekly Pop Supernova programme, subject to availability at their child's school.

5.1 Once-Weekly Programme

Children enrolled in the once-weekly programme will normally attend one Pop Supernova session per week during teaching weeks.

For a child enrolled for a full academic year, Pop Supernova commits to providing access to a minimum of 33 sessions per full academic year.

5.2 Twice-Weekly Programme

Where available, children may enrol in the twice-weekly programme. Children enrolled in this programme will normally attend two Pop Supernova sessions per week during teaching weeks.

For a child enrolled in the twice-weekly programme for a full academic year, Pop Supernova commits to providing access to a minimum of 66 sessions per full academic year.

5.3 General

The minimum session commitments above are subject to the provisions within these Terms concerning pupil absence and circumstances outside Pop Supernova's reasonable control.

Where a child joins after the beginning of the academic year or leaves before the end of the academic year, the full 33- or 66-session commitment will not apply. Their entitlement will instead relate to the period during which they are enrolled.

6. Programme Fees and Monthly Payments

Pop Supernova operates as an annual music programme paid for in 12 equal monthly instalments. Parents/carers may choose from the following options, subject to availability:

Programme	Sessions	Monthly Fee	Full-Year Minimum
Once-Weekly	1 per week	£45/month (£540 annually)	33 sessions
Twice-Weekly	2 per week	£80/month (£960 annually)	66 sessions

The twice-weekly programme therefore provides a discounted rate compared with purchasing two separate once-weekly memberships.

6.1 Payments During School Holidays

Payments continue throughout the year, including during school holidays. The monthly payment should not be interpreted as payment for the sessions taking place within that particular calendar month.

Instead, the annual cost of the Pop Supernova programme is spread evenly across 12 monthly payments. This means some months may contain several sessions while other months, particularly during school holidays, may contain few or no sessions.

6.2 Programme Availability

The twice-weekly programme is only available where Pop Supernova is able to provide two appropriate weekly sessions at the child's school. Places are subject to availability.

7. Missed Sessions and Pupil Absence

If a child is absent from school, unavailable, chooses not to attend, or is unable to participate for reasons relating to the child, the session will normally count as having been made available and no replacement session, refund or credit will ordinarily be due.

Where appropriate, please tell Pop Supernova or the school if your child will be absent.

8. Tutor Absence and Sessions Cancelled by Pop Supernova

If a session cannot take place because of tutor absence or another matter within Pop Supernova's reasonable control, we may provide a substitute tutor, rearrange the session, provide a catch-up session or make another reasonable arrangement.

If, because of matters within our control, we fail to provide the applicable minimum number of sessions and cannot reasonably replace them, we will provide an appropriate proportionate credit or refund.

9. School Closures, Events and Circumstances Outside Our Control

Schools may occasionally be unable to host sessions because of trips, performances, examinations, closures, timetable changes, industrial action, severe weather or other circumstances outside Pop Supernova's reasonable control.

Where reasonably possible, we will work with the school to rearrange affected sessions. The applicable annual minimum session commitment will be monitored across the academic year.

10. Safeguarding and Behaviour

The safety and welfare of children is paramount. Pop Supernova operates safeguarding and behaviour procedures alongside the host school's own policies and procedures.

Children are expected to behave safely and respectfully towards other pupils, tutors, school staff and equipment. Serious or persistent behaviour concerns may be discussed with the school and parent/carer and, where necessary, may result in suspension or withdrawal of a child's place.

The Pop Supernova Designated Safeguarding Lead is Sarah Bowes and the Deputy Designated Safeguarding Lead is James Parker.

11. Medical, SEND and Other Relevant Information

Parents/carers are responsible for providing accurate and relevant information that Pop Supernova reasonably needs to support their child safely, including relevant medical information, allergies, SEND information, reasonable adjustments or other support needs.

Please tell us if relevant information changes during your child's enrolment.

12. Photos and Video

Pop Supernova may use photographs or video for specific purposes only where there is an appropriate lawful basis and, where required, suitable consent.

Consent for public promotional use, including social media, website or marketing, will be sought separately. A child's participation in Pop Supernova is not conditional upon a parent providing promotional photo or video consent.

13. Performances and Events

We may offer children opportunities to participate in performances, assemblies, recordings or other events. Such opportunities are subject to school arrangements, suitability and availability and are not guaranteed as part of the programme.

14. Changes to the Programme

We may make reasonable changes to tutors, lesson times, band groupings, repertoire, instruments, teaching methods or other operational aspects of the programme where necessary to deliver the service effectively.

If a material change significantly affects the service your child receives, we will communicate with you where reasonably practicable.

15. Leaving a School or Ending Provision at a School

If your child leaves their school or Pop Supernova can no longer reasonably provide the programme at that school, please contact us promptly.

Where Pop Supernova ends provision at a school, we will give reasonable notice where possible, stop future charges at the appropriate point and refund or credit any amount paid for service that will not be supplied.

16. Cancellation by Parents

You may cancel your child's Pop Supernova membership by giving one calendar month's notice to Pop Supernova in writing at dan@popsupernova.co.uk.

Cancelling your Direct Debit instruction with your bank does not itself cancel your child's Pop Supernova membership. You must separately notify Pop Supernova in accordance with this section.

Fees falling due during the notice period remain payable.

17. Payment

Payments are normally collected by Direct Debit.

- Once-weekly membership: £45 per month.
- Twice-weekly membership: £80 per month.

Payments are collected across 12 months of the year, including school holiday periods.

You must maintain a valid payment method while your child's subscription remains active. If a payment fails, we may attempt to collect it again and/or contact you to arrange payment. If payment remains outstanding after reasonable attempts to resolve the matter, we may suspend or cancel your child's place.

18. Cooling-Off Rights

Where your agreement is entered into at a distance, you may have a statutory 14-day cancellation period. If you ask us to begin providing the service during that period and then cancel, we may be entitled to charge a proportionate amount for services already supplied, where permitted by law.

Nothing in these Terms affects your statutory consumer rights.

19. Information and Communications

Parents/carers are responsible for ensuring that the contact information supplied to Pop Supernova remains accurate.

We may communicate important information about lessons, payments, changes and your child's participation by email or through other reasonable channels.

20. Privacy and Data Protection

We process personal information in accordance with our Privacy Policy and applicable UK data protection law. Our Privacy Policy explains what information we collect, why we use it, who we may share it with, how long we retain it and the rights available to individuals.

Parents/carers will be given access to the Privacy Policy as part of the registration process.

21. Complaints

If you have a concern or complaint, please contact us first so that we have an opportunity to resolve it. You can contact Pop Supernova at dan@popsupernova.co.uk.

22. Liability and Statutory Rights

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

Nothing in these Terms affects rights that you have under applicable consumer law.

23. Changes to These Terms

We may update these Terms from time to time for legal, regulatory or reasonable operational reasons. Where a change materially affects an existing parent's rights or obligations, we will provide reasonable notice.

24. Governing Law

These Terms are governed by the laws of England and Wales. The courts of England and Wales will have jurisdiction, subject to any mandatory consumer rights that apply.

25. Contact Details

Pop Supernova Ltd

Registered Office: Innovation Centre Medway, Maidstone Road, Chatham, Kent, ME5 9FD

Company Number: 17182385

Email: dan@popsupernova.co.uk

Website: www.popsupernova.co.uk

Important Information Before You Enrol

- Once-weekly membership costs £45 per month (£540 annually) and provides access to a minimum of 33 sessions per full academic year.
- Twice-weekly membership costs £80 per month (£960 annually) and provides access to a minimum of 66 sessions per full academic year.
- Both membership options are paid across 12 months, including during school holidays.
- The monthly payment is not payment for a specific number of sessions within that particular calendar month.
- The twice-weekly programme is subject to availability at your child's school.
- Pop Supernova is a band-based music programme rather than individual instrumental tuition.
- Your child is not guaranteed their preferred instrument and may experience different instruments and musical roles.
- Sessions normally last approximately 30 minutes and usually take place during the school day.
- One calendar month's notice is required to cancel.
- Cancelling your Direct Debit does not itself cancel your subscription.
- You are responsible for providing relevant medical, SEND or other information needed to safely support your child.