

RLJ MUSIC ACADEMY

TERMS & CONDITIONS - 2026

Refine. Connect. Inspire.

Important: These Terms are drafted for use with UK consumer sales of RLJ Music Academy online programmes. They are intended as a commercially cautious working version and should be reviewed by a UK consumer-law solicitor before final publication.

1. About these Terms

These Terms & Conditions govern purchases from The RLJ Music Academy Ltd ("the Academy", "we", "us" or "our") and the use of Academy courses, memberships, digital content, teaching materials and related services. By purchasing an Offer, the customer ("you" or "your") agrees to these Terms together with the information displayed on the relevant sales and checkout pages. Nothing in these Terms affects your statutory consumer rights.

2. Our Programmes and Offers

The Academy currently offers Foundation, Elevation and Ascend. The exact content, access period, delivery schedule, price and payment arrangement applicable to you are those clearly displayed before you place your order. Where there is a conflict between general marketing material and the specific checkout terms for your purchase, the specific checkout terms will apply, subject always to your statutory rights.

3. Foundation Course

Foundation is a structured 12-module programme. The Monthly Plan is currently offered as 12 monthly payments of £53.98, with content released progressively in accordance with the programme schedule. A Full Course option may be offered for a one-time payment of £588 with the access arrangement stated at checkout. Any future price change will not retrospectively alter the price of an existing purchase unless you expressly agree otherwise or the law permits it.

4. Elevation Course

Elevation is an intermediate-level programme. The Monthly Plan is currently offered at £69 per month, with modules released according to the programme schedule. A Full Course option is currently offered for a one-time payment of £756 and may provide immediate access to all included modules and lessons. The exact payment schedule and access terms will be shown before purchase.

5. Ascend Membership

Ascend combines Foundation and Elevation with the additional support and/or artist-development elements described on the relevant sales page. It is currently offered at £111 per month or £1,188 as a full-payment option. Any one-to-one sessions, assessments or other personal services included in Ascend are subject to the booking, attendance and rescheduling arrangements communicated with the member.

6. Prices and Payments

All prices and mandatory charges payable by you will be presented clearly before you place your order. Where an Offer is paid by instalments, the checkout will identify the amount and frequency of those instalments and, where applicable, the minimum contractual period or total number of payments. You must provide a valid payment method and keep your payment information current. A failed payment does not by itself cancel the agreement.

7. Your 14-Day Cancellation Rights

For most distance contracts, UK consumers have a statutory cancellation period of 14 days beginning after the contract is entered into, subject to statutory exceptions. We will provide the legally required cancellation information before or at the time the contract is made. Where you have a statutory right to cancel, you may exercise it by making a clear statement to the Academy within the applicable period. You do not need to use any particular wording.

8. Immediate Digital Content

Where you ask us to supply digital content immediately during the statutory cancellation period, we will seek your prior express consent to begin supply and your acknowledgement that, once supply of that digital content begins, you may lose the statutory right to cancel in relation to that digital content where the law provides for this. If the legally required consent, acknowledgement or confirmation is not obtained, your statutory rights are not removed by these Terms.

9. Services Starting During the Cancellation Period

Where an Offer includes services and you expressly request that those services begin during a statutory cancellation period, different rules may apply from those governing digital content. If you subsequently exercise a valid statutory cancellation right, you may be required to pay a proportionate amount for services properly supplied before cancellation where the law permits this. Your right to cancel a service is not treated as lost merely because performance has begun, except where the statutory requirements for full performance and loss of that right have been satisfied.

10. Cancellation After the Statutory Cooling-Off Period

Any contractual right to end an Offer after the statutory cancellation period will be described clearly in the applicable Offer and checkout information. Where an Offer has a stated minimum term or fixed payment schedule, that commitment forms part of the purchase. However, we will not rely on a term that imposes an unlawful or unfair cancellation charge. Any amount sought following early termination will be assessed consistently with applicable consumer law, including the requirement that terms and charges are fair and proportionate.

11. Refunds

Refunds will be provided where required by law and otherwise in accordance with the specific refund or cancellation terms disclosed for the Offer. Nothing in these Terms excludes or restricts any refund, remedy or other right that you are entitled to under applicable consumer law. We do not operate a 'no refunds in any circumstances' policy.

12. Course Access and Content Release

Access is personal to the purchaser and may not be shared, transferred, resold or made available to another person without our written permission. Monthly-release programmes are intended to be experienced progressively. We may make reasonable improvements to course materials, lesson order, presentation, instructors or supporting resources, provided that such changes do not materially deprive you of the core programme you purchased.

13. One-to-One Sessions and Appointments

Where an Offer includes a one-to-one session, you are responsible for attending at the agreed time. Reasonable notice should be given if you need to reschedule. Specific notice periods and consequences of missed appointments will be communicated when the session is booked. We will apply such rules fairly and will take account of circumstances where appropriate.

14. Intellectual Property

Unless expressly stated otherwise, all Academy videos, recordings, PDFs, worksheets, exercises, backing or jam tracks, books, written materials, graphics, course structures, teaching resources and other content are owned by or

licensed to the Academy and are protected by intellectual property law. Your purchase grants you a personal, non-exclusive, non-transferable right to use the materials for your own learning. You may not reproduce, distribute, upload, sell, sublicense, teach from, commercially exploit or publicly share substantial Academy materials without prior written permission.

15. Account Security and Sharing

You are responsible for maintaining the confidentiality of your login credentials and for activity carried out through your account. Account sharing is not permitted. If we reasonably believe an account is being misused, we may take proportionate steps to protect the Academy and its content, including temporarily restricting access while the matter is investigated.

16. Community Conduct

Members must treat other students, instructors, staff and guests respectfully. Harassment, threats, discriminatory abuse, unlawful conduct, deliberate disruption, infringement of another person's rights or misuse of Academy systems may result in proportionate action, including removal from community spaces. Where appropriate, we will give notice and an opportunity to address the issue before terminating access.

17. Availability and Third-Party Platforms

We aim to provide reliable access but cannot promise uninterrupted availability at all times. Maintenance, security issues, internet outages or failures affecting third-party platforms such as course-hosting or payment providers may occasionally interrupt access. We will take reasonable steps to restore affected Academy services. This clause does not exclude liability where the law does not permit us to do so.

18. Liability

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory rights relating to services or digital content. Subject to those rights, the Academy is not responsible for losses that were not reasonably foreseeable when the contract was made or for business losses arising from a consumer's use of a programme for commercial purposes.

19. Educational Outcomes

The Academy provides education, training, guidance and development resources. Individual progress depends on many factors, including practice, participation and circumstances outside our control. We therefore do not guarantee a particular professional, artistic, financial, employment or career outcome. This does not affect our obligation to provide services with the standard required by applicable law.

20. Privacy

Personal information is handled in accordance with the Academy's Privacy Policy and applicable data-protection law. Payment information may also be processed by authorised payment and course-platform providers. The current Privacy Policy should be made available to customers before or at purchase.

21. Complaints and Contact

If you have a concern about an Offer, payment, access or service, please contact the Academy using the contact details supplied on the Academy website or in your purchase confirmation. We will aim to investigate complaints fairly and within a reasonable period. Where applicable, we will also provide information about any alternative dispute resolution arrangements that we are legally required or have agreed to use.

22. Changes to these Terms

We may update these Terms to reflect changes in law, regulation, technology or the operation of the Academy. Changes will not retrospectively remove contractual or statutory rights that you already have. If a change materially affects an existing paid service, we will provide reasonable notice where required.

23. Governing Law

These Terms are governed by the law applicable to your consumer contract. If you are a consumer resident in the United Kingdom, you retain any mandatory protections available to you under the law of the part of the UK in which you live and may bring proceedings in the courts available to you under applicable law.

24. Checkout Consent Wording

For an Offer that provides immediate digital access, the Academy should use a clear unticked consent mechanism at checkout where technically available. Suggested wording: *"I expressly request and consent to immediate access to the programme and digital content before the end of the 14-day cancellation period. I understand that once supply of digital content begins, I may lose my statutory right to cancel in respect of that digital content, as permitted by law. I have read and agree to the RLJ Music Academy Terms & Conditions."* This wording should be adapted where an Offer consists wholly or partly of services rather than digital content.

Version: 30 August 2026

Legal review note: This document is a working consumer-facing draft, not a substitute for advice from a qualified solicitor. Before publication, insert the Academy's registered company number, registered office/business address, customer-service email, Privacy Policy location and a compliant cancellation form/contact route.

Legal basis checked: Consumer Contracts (Information, Cancellation and Additional Payments) Regulations 2013; Consumer Rights Act 2015; current CMA guidance on unfair contract terms and price transparency.