



PoppyHarp INVOICING POLICY

Overview

PoppyHarp is committed to a high level of transparency and fairness in its relationship with students, candidates and participants. Our aim is to ensure that candidates have clear information about fees and invoicing procedures, primarily through publication of the full range of fees on our website - www.poppyharp.com

This information can also be accessed by contacting us via email: info@poppyharp.com

Aims of this Policy

This policy sets out the procedure candidates must follow when paying for an examination tutorial or competition entry.

What the fee covers

PoppyHarp Online Harp School:

- Creation of tutorials
- Updating and maintaining a platform to access these tutorial
- Membership partner processing fees.

PoppyHarp Composers Project:

There are no fees associated with this project in order to promote inclusivity. Please see our PoppyHarp Composers Project Outline for more information.

PoppyHarp Competitive Harp Festival:

- The appointment of specialist harp adjudicator
- Training to ensure adjudicators uphold our high and consistent standards
- Providing a mechanism for appeals
- Producing and issuing certificates and feedback
- Administration costs
- Subscription costs - such as the platform used to submit examinations.

Examinations

Details on the conduct, structure, content and marking method for each examination can be accessed here:

PoppyHarp website provides a breakdown of what the fee consists of. The calculation of the costs include:

- Fair pay to our professional examiners
- The appointment of specialist harp examiners
- Training to ensure examiners uphold our high and consistent standards
- Providing a mechanism for appeals
- Producing and issuing certificates and feedback
- Administration costs
- Subscription costs - such as the platform used to submit examinations.

Procedure for Invoices

All of our services are available to purchase via our website: www.poppyharp.com

PoppyHarp Online Harp School:
£25 a month - cancel at any time.

Composers Project:

There is not a fee for this service in accordance with our Equality and Inclusivity Policy.

Examinations and Performance Awards

Exam fees are non refundable so please ensure you have your video ready prior to paying your fee. Your video should be submitted at the same time as paying your submission fee.

Exceptional circumstances

These include but are not limited to; video malfunction, video corruption. Failure to submit within the deadline, for any reason, is not considered. We highly recommend submitting your video at the same time as your payment.

Update History

The following changes have been made to this document:

Fran Barsby 28/04/2024