



Who Should I Contact?

We want to answer your emails as quickly as possible. Please read this document carefully to make sure your emails are reaching the right point of contact in TSA, so we can give you the best service possible.

Follow these guidelines and you'll hear back from us sooner!

- Please email only ONE of the contacts from the [Contact Sheet](#) for each query. Multiple emails will block the system, delay your response and delay the responses to other students
- If you have multiple queries you would like answered, direct each query in a SEPARATE email to the correct contact from the [Contact Sheet](#)
- Please wait for our response. DO NOT resend the same email as this will block up the system and slow down our response time.
- DO NOT contact us on social media about your program
- Print out the [Contact Sheet](#) for easy access to the correct contact points in TSA



Contacts

Your Platinum Program (Non-financial queries)

To discuss your personal program, how to make the most of it, talk about your progress, personal issues, retreats, bootcamp resits and queries about enrolment for another year with TSA.

platinum@thesongwritingacademy.co.uk

All things financial

Any questions regarding payments, payment plans, receipts and billing

accounts@thesongwritingacademy.co.uk

1-2-1 Sessions

All queries regarding booking your 1-2-1 sessions, missed appointments, monthly allocations etc.

bookings@thesongwritingacademy.co.uk

URGENT RESPONSE: WhatsApp: +44 7871 608560

Song & Production Appraisal follow-ups

Please use ONLY THIS email for any queries regarding the *progress* of your song and production appraisals. Send ONCE only. This email is NOT for song submissions

appraisals@thesongwritingacademy.co.uk

Retreats

Due to the Covid-19 outbreak there is a long waitlist for future Retreats. Retreats are currently being scheduled for 2023. For more information, or to be added to the waitlist, please contact us using the retreats email address provided below

retreats@thesongwritingacademy.co.uk



The ARENA

Any queries regarding the ARENA or TSA TV

arena@thesongwritingacademy.co.uk

Using the Platinum Dashboard

Need help using the dashboard and navigating your way around the Platinum Services?

bookings@thesongwritingacademy.co.uk

WhatsApp: +44 7871 608560

Tour Buses

Joining a tour bus, or want to move to a new bus?

bookings@thesongwritingacademy.co.uk

WhatsApp: +44 7871 608560

Collaborations & The Hub

Any queries about finding a specific type of collaborator, or connecting with another Platinum student, or using the TSA Hub

bookings@thesongwritingacademy.co.uk

Responding to Briefs & Pitching opportunities

Any questions regarding briefs, opportunities, how to respond, advice on the pro approach etc.

PLEASE READ THE GUIDE ON THE WHO'S LOOKING PAGE FIRST

pitching@thesongwritingacademy.co.uk

General & other queries

General emails including how to use the website, tech issues, courses etc.

help@thesongwritingacademy.co.uk

Student Feedback

For constructive feedback to improve the TSA student experience.

yourvoice@thesongwritingacademy.co.uk