



Rochdale Music Service

Centre Lessons and Membership
Payments

Author: Liz Jacobs, revised April
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1. Introduction

Rochdale Music Service needs to take timely payments for the activities taking place at the Highwood Centre in Norden in order to be able to manage the finances competently

Historically, payments have been made on an irregular basis and debts were not followed up

This policy is designed to communicate the service requirements clearly to customers of the service and give guidance to the administrative staff t

2. Information sent to residents and parents

PAYMENT POLICY MUSIC CENTRE TUITION FEES

- Lessons are to be booked in termly blocks and may only be discontinued at the end of term
- Lesson times must be strictly adhered to otherwise subsequent lessons are delayed.
- Fees can be paid flexibly providing that the full amount is paid within the term. Payments can be made weekly, monthly, half termly or termly.
- Tuition fees are due for payment at the **START** of each term or half term, Fees **MUST** be paid within two weeks of the start of the term/half term unless agreed monthly or weekly payments have been agreed with the Music Service admin team
- Credit is given when a teacher is absent and a suitable replacement cannot be found. If the student is absent, e.g. a holiday during term time or occasional sickness absence, no refund will be given.



- **INVOICES** will be sent out prior the first two weeks of term.
Payment can be made without an invoice.
- Fees may be paid either by cash or cheque (made payable to **RMBC**). They can be paid in the Music Centre office between the hours of 8.30am-6.30pm (Monday to Friday).
- Cheques may also be posted to Rochdale Music Service, Highwood Centre, Norden Rochdale, Lancs OL11 5XP. Postal receipts will **only** be issued if a stamped addressed envelope is enclosed with payment.
- Debit/Credit Card payments are accepted in person or over the telephone between 8.30am and 5.00pm Monday to Friday.
- If fees are unpaid the debt will be forwarded to RMBC Finance Services and your lessons will be cancelled.

3. Resources and References

This policy has been approved by RBC finance team

4. Review Date

This policy will be reviewed by the Head of Service and the Management Team in 12 months' time – April 2018

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