

**Tameside Music Service terms and conditions:**

- Tuition will generally be for a minimum of 30 minutes for a shared lesson, however, a standard individual lesson will be no less than 15 minutes. There is also the option to sign up to an individual 30 minute lesson (essential for Grades 6 – 8)
- Pupils can only be entered for exam Grades 6 - 8 if they are receiving a 30 min individual lesson as there is insufficient time in a standard lesson to cover all the aspects required by the exam boards
- Lessons will generally be given in school during the school day, however, if there are insufficient pupils in school requiring lessons it may be possible to base the lessons at another venue
- Lessons take place on a weekly basis during term-time only
- Charges are for a minimum number of guaranteed lessons each term/year, however, as there are more weeks overall in the term/year, your child may actually receive more than this
- Refunds/credits will only be awarded if a tutor is not available to teach the guaranteed number of lessons
- Direct Debits can only be set up where tuition is booked for the whole year
- If your circumstances or details change it is your responsibility to notify us
- Lessons in the Autumn Term should begin during the week commencing **11.09.17**

**Tameside Music Service Cancellation policy:**

- Lessons can only be cancelled as from the end of a full term/academic year and full payment for the relevant period will be required
- Lessons will continue for the full Academic Year unless we receive at least **two weeks written notice of cancellation** before the end of the term
- Written notice of cancellation must **not** be sent to school or via the tutor and must be sent **directly to the music service office** (musicservice@tameside.gov.uk) stating the reason for cancellation
- The cancellation policy applies to all pupils including those accessing funded/subsidised lessons. Failure to attend lessons without the appropriate notification of cancellation will result in full tuition charges being applied
- Direct Debits are set up on an ongoing yearly basis (payable Oct – June) and will continue up to receipt of the appropriate written cancellation, after the last payment in June. Direct Debits cancelled before June will incur an admin fee equivalent to one monthly payment
- All music service instruments on loan must be returned directly to the Music Service Office on the date specified on the agreement form or when the lessons are officially cancelled

**Notice dates for cancellation**

<b>Term</b>	<b>To Finish At</b>	<b>Notice Required by</b>
<b>Autumn Term</b> September – December 2017	Christmas	06/12/2017
<b>Spring Term</b> January – March 2018	Easter	15/03/2018