



## **INSTRUMENTAL HIRE/ INSTRUMENTAL LESSONS TERMS & CONDITIONS**

### **INSTRUMENTAL LESSONS**

Children will receive a **small group lesson** from a specialist instrumental teacher who will visit school each week. **Please note group lessons are only viable for a minimum of 4 pupils** however individual lessons are available for either 20 minutes or 30 minutes if demand for group lessons is low or you would prefer your child to have an individual lesson.

Instrumental lessons will take place during school hours wherever possible, at allocated times throughout the day. Lessons which cannot be accommodated during the school day may have to take place out of school hours, either before school starts or at the end of the day.

Trafford Music Service will provide a **minimum of 33 lessons** delivered throughout the academic year. Please note that due to varying term lengths and bank holidays etc this is unlikely to divide into 3 terms of 11 lessons.

Although every effort is taken to maintain regular lesson days there may be occasions when this is altered due to bank holidays/inset days etc, alternative days will be communicated by e-mail. Please ensure your e-mail address is current.

### **LESSON CHARGES**

Group lessons are charged at £4.50 - £5.50 per child and are 20 – 30 minutes in length dependant on group size.

Ukulele and Recorder Lessons are £4.00 per group lesson.

Individual lessons are charged as follows:

20 minute lesson:	£11.00 per lesson
30 minute lesson:	£14.00 per lesson

(Piano tuition is only available as an individual lesson)

### **INVOICING / PAYMENT**

Invoices for your child's lessons and/or instrument hire will be issued prior to the start of each term via e-mail from [music.service@trafford.gov.uk](mailto:music.service@trafford.gov.uk) (please ensure this address is not filtered into your spam folder). Invoices must be paid within 14 days of receipt. Payment can be made either through Parent Pay, by credit/debit card or by cheque made payable to **Trafford Council**.

Please note from 1st April 2014 if you use a credit card or a prepaid bank card to pay for a Council service, a transaction charge of 2% will be payable. This reflects the card suppliers' charges to the Council for accepting credit card payments

Trafford Music Service is unable to take cash payments.

Late payments will incur an additional administration cost of £10.00 and may result in termination of lessons.

For students starting at the beginning of the academic year having the full course of a minimum of 33 lessons these will be charged in three equal instalments of 11 lessons per term with termly instrument hire when applicable.

The lesson cost is a termly fee and therefore there will be no pro rata refund should a child discontinue part way through a term. For example if your child stops attending after 7 lessons you will not be refunded for the remaining lessons in the term as our tutors are contracted on a termly basis.

Pupils joining mid-term will be invoiced for the first term on a pro rata rate dependent on the number of lessons their tutor has already delivered that term and then following termly invoices of 11 lessons. This will be communicated to you on the establishment of lessons in your first invoice.

At the end of the academic year if we have been unable to deliver the full course of agreed lessons due to a Trafford Music Service tutor absence we will issue a credit or refund for these lessons.

Any price increases will be communicated to you in advance of the following term.

## **MUSIC / INSTRUMENTAL ACCESSORIES**

When needed, pupils will be required to purchase their own music books. The teacher will advise which books are needed for you to purchase independently.

Other costs you may incur include reeds for clarinets, saxophones, oboes and bassoons as well as cleaning cloths for woodwind instruments. You will also need strings and rosin for string instruments. These cannot be bought through Trafford Music Service.

When hiring a Trafford Music Service instrument Trafford Music Service will provide their first reed and strings for the first lesson as a beginner – subsequent costs and replacement accessories are the responsibility of the parent.

## **CHILD PROTECTION**

All our tutors have Criminal Records Bureau or Disclosure and Barring Service checks.

## **ABSENCE**

We ask that children make a commitment to attend their lessons every week and this means that unless your child is ill or there are any other extenuating circumstances we expect them to attend their lesson. We expect every effort to be made to attend lessons and this is a commitment that you will need to discuss with your child before they take a place in either group or individual lessons.

Trafford Music Service will deliver a minimum of 33 lessons over the course of the academic year. We will not refund for lessons missed by pupils if there is a tutor in school to deliver the lesson.

If there are extenuating circumstances which may cause long term absence, please contact Trafford Music Service office to discuss this.

## COMMUNICATION

Trafford Music Service endeavours to communicate where possible by e-mail. If you cannot access e-mail please make this clear on your registration form and we will send notifications by post – please note this is a slower delivery method.

Should you have any questions on any aspect of your child's learning or lessons please communicate them directly to the Trafford Music Service Office. Schools and tutors are not authorised to make any decisions or alterations regarding lessons or invoices.

E-mail enquiries can be made to [music.service@trafford.gov.uk](mailto:music.service@trafford.gov.uk)

Phone: 0161 911 8659 or 0161 911 8689. (Please note at certain times of the year these lines may be busy)

Post: Trafford Music Service, Acre Hall Primary School, Irlam Road, Flixton, M41 6NA

Please contact us if there is a change of address, telephone or e-mail so we can update your contact details.

## DISCONTINUING LESSONS

Trafford Music Service assumes that your child will continue lessons as they progress through school unless we are directly notified in writing by yourself that you wish lessons to cease, this includes if lessons need to change due to a change of school. Please direct this communication to the above contacts – not via the school or tutor.

**We require a minimum notice of 6 weeks prior to the start of a new term if you wish to discontinue lessons.** Please note that no refunds will be issued for termly payments as our tutors are contracted on a termly basis eg if your child stops attending after 7 lessons you will not be refunded for the remaining lessons in the term.

## INSTRUMENT HIRE

Parents are offered the opportunity to hire instruments through Trafford Music Service at a cost of £18 per term. **You are required to have adequate insurance cover for the instrument for the duration of the hire period.** (In most cases this is covered by general household insurance but please contact your insurers to confirm this). As the hirer you will be responsible for any damage to or loss of the instrument throughout the hire period. Your child will be able to continue to hire the instrument during school holidays (the cost for this is included in the hire charge).

Trafford Music Service will provide their first reed and strings for the first lesson as a beginner – subsequent costs and replacement accessories are the responsibility of the parent.

## COLLECTION / RETURN

Trafford Music Service Instruments must be collected and returned to our office where we will check the instruments and issue receipts.

## DAMAGE / LOSS

All damage and loss to the instrument or accessories, even where accidental, is the responsibility of the hirer. Should your instrument require repair or a replacement accessory this must be arranged by Trafford Music Service. Please contact our office to arrange a time to drop the instrument off, repair will then be invoiced to the hirer. Another instrument can then be issued whilst the repair takes place upon receiving a deposit of £15.00 that will be off set against any repairs.

**You are more than welcome to contact Trafford Music Service if you want to discuss any aspect of your child's learning.**