

Trafford Music Service

Terms & Conditions

For instrument hire, lessons and other activities

Effective: January 2021

These terms and conditions form the basis of the contract between Trafford Music Service and its customers. Customers are subject to and agree to be bound by these terms and conditions.

Music Lessons – In School

Children will receive a lesson from an instrumental teacher who will visit school each week during Trafford Music Service Term dates which are stipulated on your student account.

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 – this will be done in consultation with schools and parents/carers. In secondary schools, pupils are responsible for monitoring the relevant school notice board to confirm the day and time of their lesson each week.

Trafford Music Service will aim to provide **33 lessons throughout the entire academic year**. Please note that due to varying term lengths and bank holidays etc. this is unlikely to divide into 3 terms of equal termly payments of 11 lessons and you will be charged accordingly for each term. Lessons will take place during Trafford Music Service Term dates.

Please note that some schools vary their holidays from these term times and our tutors will only be able to teach on weeks where term times coincide. 33 lessons is shorter than the number of weeks in the school year and should allow for the differences in calendar.

Should it be necessary to re-arrange a lesson we will endeavour to communicate alternative days by email. Please ensure your email address remains up-to-date on your student account.

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 remaining lessons available for that term in advance, and then each term after for the term's lessons in advance.

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.

Music Lessons – The Claremont Centre

Children will receive a lesson from an instrumental teacher at the Claremont Centre in Sale. Parents are not permitted within The Claremont Centre during normal lesson times and parents are not permitted to 'sit in' on lessons.

Pupils whose lessons take place Monday – Saturday will be invoiced as per the number pre-arranged for each term. Calendar dates will be displayed on our website www.traffordmusicservice.co.uk

Trafford Music Service does not take responsibility for your child until they are signed in at our reception area. We do not have waiting facilities for parents at the Claremont Centre. There is a separate waiting area for parents across the carpark in the Annexe.

Group Lessons

Group lessons are twenty to thirty minutes dependent on group size and are only viable for a minimum of three pupils. If a group no longer has the number of pupils to enable us to form such a group the following may occur:

- Groups may be combined where ability is appropriate.
- If group sizes fall to being two or an individual child, tutors will give a paired/individual lesson of 15 minutes for the remainder of the term.
- Where group lessons are no longer available, alternative options, where they are possible, including individual or paired lessons, or lessons at our Music Centre will be communicated prior to the start of the following academic term. Lessons will automatically be altered and charged the following term at a paired or individual rate. This change will be communicated by invoice.

Changes to Lessons (General)

In schools, it may occasionally be necessary to alter lesson times and days in co-ordination with the school and with email notification to parents. Claremont Centre Lessons will be agreed in advance with parents.

Should a change of tutor be necessary we will endeavour to notify parents. If this also requires a change of lesson time/day parents will be notified in schools, and alternatives agreed with Claremont Centre pupils.

Music & 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. Valve oil or slide cream will be needed for brass instruments.

When hiring a Trafford Music Service instrument, it may be necessary to purchase an 'instrument care pack' for the instrument. The charge is only applicable on initial hire, subsequent packs/items can be bought as the need arises from The Claremont Centre.

Absence or Missed Lessons

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 not refund for lessons missed by pupils if there is a tutor available to teach at the school/at the centre to deliver the lesson.

Should a tutor be absent we may send in a suitable alternative tutor to conduct the lesson. This may be done without notice.

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

In the event of an emergency or closure of a school (full or partial) or music centre due to an event outside Trafford Music Service's control (e.g. a pandemic, flooding, heavy snow or industrial action), where possible lessons/sessions will be made up or credited. We may also offer other alternatives such as online remote lessons should you have already accessed these and this is appropriate for your situation. We will let you know of this in advance.

If closures extend beyond 48hrs Trafford Music Service will endeavour to offer alternatives, but where this is not possible reserves the right to only make up/credit one lesson or session during that term.

Behaviour

Pupils are expected to behave in a responsible and courteous manner at all times; to attend lessons regularly and to practise between lessons. Poor attendance, failure to practise or disruptive or anti-social behaviour by either the pupil or by the parent/carer, may result in tuition being withdrawn. No credits will be given in such circumstances. We will endeavour in the first case to discuss and resolve all issues first.

Discontinuing Lessons

Trafford Music Service assumes that your child will continue lessons as they progress through the academic year unless we are directly notified in writing by yourself that you wish lessons to cease, this includes if your child is changing school. Please direct this communication to the contacts below – 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 e.g. if your child stops attending after 7 lessons you will not be refunded for the remaining lessons in the term.

At the end of the academic year you will be sent information on how to re-register for activities for the next school year.

Music Centre Ensembles and School Clubs

Ensemble fees are a termly subscription, therefore pupils who stop midway through a term will not receive a refund. The ensemble session dates are arranged according to our concert calendar and can be found on our website.

School club fees are a termly subscription. In a usual academic year we aim to deliver a minimum of thirty sessions. School club fees are a termly subscription therefore pupils who stop mid-term will not receive a refund.

Instrument Hire

Parents are offered the opportunity to hire instruments through Trafford Music Service. **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 on the provision your child is continuing to hire the instrument in the next term.

Instrument hire is invoiced in advance of the term and payment must be made within 14 days of the invoice to continue hire of the instrument.

Collection and Return of Instruments

Trafford Music Service Instruments must be collected and returned to our office based at the Claremont Centre, Sale, where we will check the instruments and issue receipts.

Instruments must be returned no later than two weeks following the end of official Trafford Term dates to avoid incurring a subsequent terms hire. Trafford Term Dates are available to view at www.traffordmusicservice.co.uk or on your student account.

Damage / Loss of Hired Instruments

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. If we have another instrument available, we can issue a replacement whilst the repair takes place upon receiving a deposit of £15.00 that will be off set against any repairs.

- The hire is made on the clear understanding that the instrument is to be returned no later than two weeks after the end of the hire period (i.e. lessons have ceased or the hire period has expired). Trafford Music Service reserves the right to

charge a full term of hire if this deadline is not met. The instrument should be in the same condition (except for normal 'wear and tear') as recorded on issue.

- Hire charges are reviewed annually. Separate charges based upon the value of the instrument apply for pupils who attend activities with the Music Service but do not take lessons – contact us for details. Please note that we are unable to offer financial assistance in respect of charges for hire instruments.
- Parents are expected to pay for incidentals such as replacement strings, rosin and bow repairs/rehairing (string instruments), reeds and cork grease (woodwind instruments), valve oil and slide cream (brass instruments).
- The hire instrument must be returned by you to the Claremont Centre. On no account should the instrument be returned to the teacher or left on school premises. You will continue to be charged for the instrument until such time as the Music Centre issues you with a receipt to acknowledge its return.

Child Protection

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

Activities at the Claremont Centre:

- Trafford Music Service only takes responsibility for children once they are inside our Music Centre buildings and signed in at reception.
- For safeguarding protection we do not allow parents to wait for pupils inside our main building.
- All staff working at the Claremont Centre will be wearing ID badges.
- All staff working at the Claremont Centre have been DBS checked.
- All Trafford Music Service staff will have completed yearly Child Safeguarding training.
- Trafford Music Service conducts fire drills to ensure children's safety in the event of an emergency. If this should impact significantly on a child's lesson we will endeavour to make the lesson up in one of our 'catch-up weeks'.

A full copy of our Safeguarding Policy can be found on our website.

General Invoicing / Payment Information

Invoices for your child's activities and/or instrument hire will be issued prior to the start of each term via email from music.service@trafford.gov.uk (please ensure this address is not filtered into your spam folder). Invoices must be paid in advance of services commencing. Our pre-arranged termly invoices typically allow 14 days from invoice for payment. Payment can be made online via your Trafford Music Service student account. Should you forget your log-in at any time please email music.service@trafford.gov.uk and we can send you a link to renew your password.

You can also pay by cheque payable to **Trafford Council**. Cheque payments should be posted to our office: Trafford Music Service, The Claremont Centre, Claremont Road, Sale M33 7DZ. Please include on the reverse of your cheque what the payment is for e.g. lessons in school and your child's name. Cheques must be received prior to the invoice deadline.

Invoices are typically sent out six weeks in advance of the start of a term. This allows us to timetable and answer queries prior to the start of term and give notice to tutors where workload has decreased. We engage some staff on a sessional basis and, in order to guarantee staff provision for lessons, we must be able to ensure work is available prior to contracting teaching staff.

We reserve the right to withdraw lesson provision or amend lesson times / lesson types where payment has been made late and lessons are no longer available due to the need to re-timetable.

If you use a credit card or a prepaid bank card to pay for a Trafford Council service there will no longer be a charge for this transaction.

Tutors and schools are unauthorised to accept payment.

Any price increases will be communicated to you in advance.

Communication

Trafford Music Service communicates by email. Please ensure your details are up-to-date on your student account.

The Music Service may send SMS messages in order to notify you of urgent and important information for example, a change to an upcoming lesson. These will come directly from our internal system to which we cannot receive any replies.

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.

Contact us

Email enquiries can be made to music.service@trafford.gov.uk

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

Post: Trafford Music Service, The Claremont Centre, Claremont Road, Sale M33 7DZ

Privacy Policy

For full information on how we collect, store and use data please see our Privacy Policy.

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

