

TELFORD & WREKIN MUSIC

TERMS & CONDITIONS

Teaching

Small Group Lessons

A guaranteed minimum of 30 lessons per academic year will be provided and will be a maximum of 30 minutes in length in an appropriate sized group. Lessons are offered in groups, the duration of the lesson varies according to the number of pupils in the group:

2 pupils – 20 minute lessons

3 to 5 pupils – 30 minute lessons

TWM will decide appropriate grouping of pupils, depending on the number of pupils requiring lessons and their standard of playing – lessons are usually offered in the largest group available.

Individual One to One Lessons

A guaranteed minimum of 30 lessons per academic year will be provided and will be a maximum of 30 minutes in length on a one to one basis.

As the school year is approximately 38 weeks long there will be weeks when lessons do not take place. Please check the **Calendar of Music Teaching Weeks** for information on music teaching weeks.

Fees

Please see our website or contact the music service for current fees. Fees are payable either annually in advance or by monthly direct debit. An invoice will be issued in August and once set up the first Direct Debit will leave your account in October.

Remission of Fees

TWM operates a scheme to support families who are in receipt of Income Support or who meet Child Tax criteria. Please contact our office for more details. Applications will not be accepted without proof of benefit attached and no refunds will be made. There is no remission of fees for students that attend an Academy.

Additional Costs

Pupils will need tutor books for their lessons. Parents/carers are responsible for purchasing books promptly at the request of the tutor. Other costs such as exam entry (which are not compulsory) will also be charged to the parent/carer.

Absence

Pupil - refunds are not available when a pupil does not turn up for a lesson, or due to illness, if they are away on a school trip or if the school cancels the visit.

Music Tutor - any absences by TWM tutors will be made up either in the same term as the absence occurs or if this is not possible during the first weeks of the next term. In the case of long-term tutor absence (three weeks or more), we will do our best to find a replacement however this cannot be guaranteed.

Refunds will only be made at the end of the academic year once the opportunity has been given to make up for missed lessons by the tutor. Refunds will not be issued.

When will lessons be held?

Tutors will visit your child's school to provide lessons during school hours at times agreed with the school.

Primary Schools - the day of the lesson will be specified and children collected or sent for at the correct time of the lesson each week.

Secondary Schools – the student should consult the Music Notice board each week to check the time of their lesson and arrive promptly. They will not be collected.

If a student arrives for their lesson on two occasions with no instrument, it is the tutors discretion whether they teach or not and the cost of the lesson will not be refunded.

Cancellation of Lessons

If you wish to cancel lessons written notice is required, verbal notification by the pupil to the tutor or to the school is not acceptable. Please email to telford.music@telford.gov.uk. We will require half a terms notice.

Instruments

Instruments are offered for hire subject to availability and normally only for the first year of tuition.

Purchasing or hiring the most suitable instrument is not always straightforward and your child's tutor will have informed views about the size, price and reliability of instruments. We suggest you do not purchase an instrument before the tutor confirms lessons are about to commence.

Conditions of Loan

- The parent/guardian agrees to take the utmost care to maintain the instrument and protect the instrument from loss, theft or damage.
- An instrument must never be played by any person other than the pupil to whom it is loaned – except with the permission of the Instrumental Instructor
- The hirer is responsible for all consumable items e.g. strings, resin
- Instruments must be returned immediately to Telford & Wrekin Music under any of the following circumstances:
 - lessons are stopped
 - a pupil leaves school or moves to a school outside of Telford & Wrekin
 - the Instrumental Instructor or TWM requires the instrument to be returned
 - the instrument is damaged

Loss or Damage of Instruments

Loss or damage to the instrument must be reported immediately to the Instrumental Tutor.

- All repairs are to be undertaken by T&W Music through their own authorised repairers. All costs for damaged instruments will be invoiced to the Hirer.
- We cannot guarantee a loan of a replacement instrument, this will be dependent on stock levels.
- At the end of the hire period or end of lessons the instrument must be returned to the Telford & Wrekin Music Office, Hire fees will remain payable until the instrument is returned.
- The parent/guardian is advised to insure the instrument either through household insurance or specialised musical instrument insurance.

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