

Lessons

Small Group

A guaranteed minimum of 30 lessons per academic year will be provided and will be a maximum of 30 minutes in length depending on group size and 20 minutes for 1:1 lessons.

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.

Lessons

Time & Location

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

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.

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. It is the responsibility of your child to ensure they attend their lessons each week. No refund can be given for lessons missed due to forgotten times.

Fees/Additional Costs

Please refer to our website for the current Price List or contact the office.

We operate a Direct Debit scheme which allows you to spread the cost of lessons until the end of Summer term. If a payment is not made lessons will be suspended. If a payment is late lessons will not automatically be resumed.

An annual price review will take place in April each year.

TWM operates a scheme to support families who are in receipt of Income Support or who meet Child Tax criteria and will provide 1 academic year (30 weeks) of lessons on the eligible remission rate. Please refer to our website for remission criteria. Remissions are only applicable on small group lessons.

Lessons will be charged at the full amount for applications received without proof of benefit and no refunds will be made.

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 remaining academic year. In the case of long-term tutor absence (three weeks or more) we will do our best to find a replacement but 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 only.

Cancellation of Lessons

Half a terms notice is required to stop lessons with TWM.

If you wish to cancel lessons notice must given to the TWM office in writing at the postal or email address below. Verbal notification to the tutor or school is not acceptable.

Instruments

Purchasing an instrument – We suggest you do not purchase an instrument until the tutor confirms lessons are about to commence. Your child's tutor will have informed views about the size, price and reliability of instruments.

Instrument Hire – We offer a range of the most common instruments which are suitable for beginners. Instruments are offered for hire subject to availability and normally only for the first year of tuition. (we do not hire guitars, drums or keyboards)

Instrument hire is subject to the following terms & conditions:

- i. Before the hire of an instrument can be commenced an Application Form with the details of the instrument required, or Instrumental Hire Form needs to be fully completed.
- ii. The hire of instruments is available to any pupil of a Telford & Wrekin school who has lessons with the Telford & Wrekin Music Service (subject to availability)
- iii. Instruments requested will be delivered via the pupil's music tutor as soon as is practicable.
- iv. The hirer is responsible for the safe keeping of the instrument.
- v. The hirer is responsible for the maintenance of the instrument and to pay for all repairs deemed necessary by TWM. The hirer will contact TWM immediately in the event of damage to the Instrument.
- vi. The hirer is responsible for the insurance of the instrument. It is essential the instrument is insured either via house contents insurance or by specialist instrument brokers.
- vii. The hirer will pay the cost of replacement in the event of loss or irreparable damage.
- viii. If an instrument hired from us is lost or stolen, you must notify TWM in writing. If the instrument is stolen then a Crime Number must be provided. Instruments will not be replaced.
- ix. If an instrument needs to be returned we need to be informed in writing. If lessons have stopped and the instrument not returned then you will continue to be charged for Instrumental Hire.
- x. Instruments must be returned immediately to the instrumental instructor under the following circumstances: Lessons are stopped, a pupil leaves school or moves to a school outside of T&W, the instrumental instructor or TWM requires the instrument to be returned, the instrument is damaged.
- xi. Rests, replacement reeds and strings and other accessories and expendables are not included in the hire fee.
- xii. Instruments from TWM remain the property of the service and ownership cannot be sold or transferred by the hirer.
- xiii. Only the child/young person nominated by the hirer on the application form can play the instrument.
- xiv. Instrument cases must never be opened in transit.
- xv. Fees: Current Instrumental Hire fees can be found on our website or by contacting the TWM office.
- xvi. Instrument Hire fees are payable either annually in advance or monthly by direct debit.
- xvii. An annual price review will take place in April each year.

Telford & Wrekin Music Service reserves the right to amend any of the above Terms and Conditions.

Please keep TWM advised of any changes to your contact details.

If you require any further information, please visit our website or contact the Telford & Wrekin Music Service team.

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Telford
TF2 6EP**

**Email: Telford.Music@telford.gov.uk
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