

TERMS AND CONDITIONS FOR SCHOOL TUITION AND MUSIC CENTRES PROVIDED DIRECTLY BY BATH & NORTH EAST SOMERSET MUSIC SERVICE for PARENTS AND CARERS

We have produced Guidelines to help you during your time with the Bath & North East Somerset Music Service. These apply only if you are registered directly with the music service for lessons and / or attend one of the music centres. They do not relate to tuition where payment is made to another body, i.e. your school or a music teacher direct. Please read them carefully and keep them for your future reference.

a) FEES

Payment for instrumental tuition, membership of bands, choirs, instrumental ensembles, orchestras and instrument hire is required termly*.

Invoices are sent at the beginning of term from the local authority finance department unless a request for assistance with fees is made. Payment must be made within 30 days of the invoice date. Failure to pay a term's* fees may cancel any further tuition.

b) ASSISTANCE WITH FEES

Ensemble fees are waived for parents whose child is eligible for free school meals. Assistance is also available towards tuition costs in schools. In both cases a letter confirming eligibility or other document will need to be presented.

c) SESSIONS

Lessons in schools are normally delivered as 30 sessions over the academic year, averaging 10 per term*. Music Centre sessions are offered as per the calendar with dates given in newsletters, information packs and on the website.

d) ACCEPTANCE

Whilst every effort is made to accommodate a child, occasionally a place may not be immediately available when the application is submitted. In this case, the child's name is added to a waiting list. Parents are notified when a place becomes available.

e) CREDITS & REFUNDS

Credits are only given when no teaching is available and there is no alternative to make-up tuition. Credits cannot be considered if parents and pupils elect to miss sessions to take part in other events. Credits are not normally given for situations outside of our control (e.g. cancellation of music centre due to severe weather etc.). If possible, make-up sessions will be arranged, but cannot be guaranteed.

If a pupil suffers long term illness, or a broken limb and four or more consecutive sessions are likely to be missed, please contact the music service office when either a credit (for a continuing pupil) or refund can be arranged.

f) WITHDRAWAL

A pupil is assumed to be continuing with lessons or ensemble membership unless notice of withdrawal is given. At least half a term's* notice must be given in writing. Letters must be sent to the Music Service office (address below). If notice is not given, a sum equivalent to half a term's* fee is charged. Payment of this sum does not entitle the pupil to attend further sessions.

**For the purposes of B&NES music service the word 'termly' refers to the following periods:*

September - December (Autumn Term)

January - March (Spring Term)

April - July (Summer Term)

Continued on next page

g) INSTRUMENTS

Parents are usually expected to provide instruments and accessories. The Music Service does not accept liability for loss or damage to any personal possessions. Parents are advised that instruments should be insured under an "all risks" policy. Some instruments can be hired through the Music Service dependent on availability. Please contact the office for further details.

h) SHARING OF CONTACT INFORMATION

In order to facilitate good communication between you and your child's instrumental/vocal tutor, we will share your preferred email address and contact phone number with your child's instrumental/vocal tutor.

i) CHANGE OF DETAILS

Parents/students are required to inform the Music Service office of any changes or other relevant matters, e.g. change of address or change of school.

j) CHANGES TO TERMS & CONDITIONS

Parents and pupils are subject to all Terms & Conditions laid down by the Bath & North East Somerset Music Service. B&NES music service has the right to vary the Terms & Conditions without prior notification.

k) DECLARATION

Please read these guidelines carefully. Your submission by completion of the SurveyMonkey online form or signature on the application form confirms to the Music Service that you have read and understood them and that you agree to abide by them.

l) QUERIES

Applications, withdrawals and queries relating to tuition and music centre activity should in the first instance be made to:

B&NES Music Service, Riverside, Temple Street, Keynsham BS31 1DN

Tel: **01225 394474**

Please note: This phone number (01225 394474) is specifically for Music Lessons and Instrument Hire. Messages left on this phone number will be checked between 9.00 & 9.30am every Monday and Wednesday morning during term time.

Email: music@bathnes.gov.uk

Web: www.banesmusiconline.co.uk

Please also note that administrative staff are available term-time only.