

## **Entrust Music Service Staffordshire**

### **Parent Billing Terms and Conditions**

#### **Teaching**

##### ***Shared Lessons***

30 lessons per academic year will be provided and will either be a 20 minute or 30 minute weekly session depending on the group size:

**2 pupils – 20 minute lesson**

**3 pupils – 30 minute lesson**

##### ***Individual One to One Lessons***

30 lessons per academic year will be provided and will be a maximum of 20 minutes in length, on a one to one basis.

As the school year is approximately 39 weeks long there will be weeks when lessons do not take place. Pupils starting lessons at the beginning of the Spring Term will receive a minimum of 20 lessons, whilst 10 lessons will be provided for pupils starting at the beginning of the Summer Term.

#### **Fees**

##### ***Payment of Fees***

Please visit our Online Parent Portal to check the latest fees that apply to your school. The portal can be accessed by visiting the 'Music Lessons' section of our Music Education Hub website [www.nwmmeh.co.uk](http://www.nwmmeh.co.uk) and clicking on the 'Online Parent Portal' button.

Payment can be made by card through the Online Parent Portal or by phone by calling 0333 300 1900.

No request for payment is processed until lessons are ready to commence but payment must be made in full prior to commencement of the first session.

##### ***Remission of Fees***

Most schools provide financial support for lesson costs for pupils in receipt of pupil premium funding and many schools also support lesson costs where pupils are studying towards GCSE or A Level music. If you think you have an entitlement to support, please complete the remissions section on the Online Parent Portal so we can discuss this further with your school, on your behalf.

Where the cost of lessons is prohibitive to learning, and lesson support is not available through other channels, the music service aspires to find a solution to support each individual circumstance. Please contact [musicservice@entrust-ed.co.uk](mailto:musicservice@entrust-ed.co.uk) to discuss your situation further. All enquiries will be dealt with in strict confidence.

##### ***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) are also the responsibility of the parent/carer.

## **Absence**

**Pupil Absence** - refunds are not available when a pupil does not turn up for a lesson, due to illness, if they are away on a school trip, or if the school cancels the visit. The tutor may be able to re-organise a lesson if requested by the parent with the minimum of one *month* notice, but we cannot always guarantee this.

**Music Teacher Absence** - any absences of the music service teachers 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 following term. In the case of long-term teacher absence (three weeks or more), we will do our best to find a suitable replacement however, this cannot always be guaranteed. Refunds will only be made at the end of the academic year once the opportunity has been given to make up missed lessons by the teacher. Refunds will not be issued at other times.

## **When will lessons be held?**

Music teachers will visit your child's school to provide lessons, normally during school hours, at times agreed with the school. The student should consult the music notice board each week to check the time of their lesson and arrive promptly.

## **Cancellation of Lessons**

If you wish to cancel lessons, written notice is required. Verbal notification by the pupil to the teacher, or to the school, is not acceptable. Please email [musicservice@entrust-ed.co.uk](mailto:musicservice@entrust-ed.co.uk). We will require a minimum of a half term notice.

## **Instruments**

Instruments are offered for loan at no additional charge, subject to availability.

Purchasing the most suitable instrument is not always straightforward and your child's teacher will have informed views about the size, price and reliability of instruments. We suggest you do not purchase an instrument before lessons commence and this has been discussed with the teacher.

## **Conditions of Loan**

- The Parent / Carer 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 music teacher.
- Parents / Carers are responsible for all consumable items e.g. strings, resin, replacement reeds etc.
- Instruments must be returned immediately to the music service, or school, under any of the following circumstances:
  - lessons are stopped
  - a pupil leaves school or moves to a school outside of Staffordshire
  - the music teacher or music service 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 music teacher

- All repairs are to be undertaken only by the music service, through their own authorised repairers. All costs for damaged instruments will be invoiced to the Parent / Carer
- We cannot guarantee a loan of a replacement instrument, as this will be dependent on availability.
- At the end of the hire period, or end of lessons, the instrument must be returned to the music service in good condition, either via the music teacher or directly to the music service office