

Terms and Conditions of Service

Effective from 1 September 2022



1. Lessons – schedule, credits and refunds

- There are 39 weeks in the school year, within which we offer 30 lessons, usually as 10 lessons per term.
 - The number of lessons per term may vary due to term and holiday dates.
- **We do not offer credit or refunds for lessons missed by pupils, for any reason.**
- We do offer credit for lessons that we cannot provide (face to face or online), for example due to tutor sickness, however:
 - Credits and refunds are normally considered at the end of the academic year when it is clear how many lessons have been offered.
 - For example, if a tutor is ill and cannot take three lessons in Autumn term, it may be possible to make up the lessons during the remainder of the academic year.
 - If lessons have not been made up at the end of July, refunds will be made. If you have any queries about this, please contact us via info@hounslowmusic.org.uk

2. Hire

- Certain instruments are available for hire, but only to pupils being taught by HMS. If your child stops HMS tuition, any hired instrument must be returned immediately.
- Hire fees are charged termly and are payable in advance.
- For the first term of hire:
 - A full term's charge will be made for any instrument hired before the last working day of the first half of term.
 - After that, a half term's hire will be charged for any hire made before the start of the new term.
- Instrument return dates will be notified to hirers each term by email. They will be after the last HMS teaching day of the term.
- Hire agreements are between HMS and the person paying the Invoice for Instrument Hire. You will be asked to sign this document when collecting your instrument, alternatively we can email a copy for you to read and sign. By hiring an instrument, you agree to all the terms and conditions as stated on the Loan Agreement Form.

3. Ensembles

- We offer 30 ensemble sessions per year (usually x10 per term), including concerts
- Membership fees are charged on a termly basis and are also payable in advance

HOUNSLOW MUSIC SERVICE The Music Centre, 64A Pears Road, Hounslow TW3 1SR

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4. Fees

- Fees for Hire and Tuition are payable in advance three times a year, before the start of each term
- Invoices are issued by email and all payments must be made online through Speed Admin
- Lessons or hire may be terminated if invoices are not paid within the stated period
- **Where payment has not been made in advance, or by the specified date, we (HMS) reserve the right to discontinue service until full payment has been received. Continued non-payment of fees may result in your place being withdrawn**

5. Withdrawal

- Instrument hire and lessons are automatic enrolment, each term/ academic year, unless notice to withdraw is given in advance
- To withdraw from lessons or instrument hire we must receive written notice from you by no later than 12noon on the following dates:
 - 1 November for withdrawal at the end of Autumn term
 - 14 February for withdrawal at the end of Spring term
 - 1 June for withdrawal at the end of Summer term
- These notice periods are necessary because we contract teachers' time on parents' behalf, and we must give teachers notice of changes to their hours
- Withdrawal should be made via email to info@hounslowmusic.org.uk
 - Verbal notification of withdrawal to teachers is not acceptable as the arrangement is between the parent and Hounslow Music Service
- If notification is received after the withdrawal dates but before the start of the new term, lessons will be stopped from the start of the new term, and a late notice penalty will be payable to HMS, calculated at 50% of the termly cost of lessons
- Once lessons have started in any term, the full term's payment is due in lieu of notice for that term

6. Temporary withdrawal from lessons

- Lessons are offered during exam periods and pupils are expected to attend even if they are on study leave
- If pupils are temporarily withdrawn from lessons, we cannot guarantee that tuition will be available the following term
- However, parents may continue to pay for lessons during the examination period to retain the tuition slot for the following term

7. Reports

- Tutors provide an annual report for pupils at the end of the academic year

8. Terms and conditions

- Parents and pupils are subject to all the terms and conditions as set out in this document
- Hounslow Music Service reserves the right to vary these terms and conditions

9. Queries

- The office is open from 9:30am to 5:00pm, Monday to Friday, term time only
- Instruments can be hired or returned via appointment only. To book an appointment please Email info@hounslowmusic.org.uk or call 020 3325 3142