



Halton & Warrington Music Support Service Terms and Conditions

INSTRUMENTAL LESSONS IN SCHOOL

Pupils will receive a lesson from an instrumental teacher who will visit school each week during Halton and Warrington Music Support Service term dates which are stipulated on our website.

Instrumental lessons will take place during school hours wherever possible, at allocated times throughout the day. Lessons which cannot be accommodated during the school day may take place out of school hours, either before school starts or at the end of the day – this will be done in consultation with schools and parents/carers. We will make every effort to accommodate pupils' requests for lesson options and groupings, although these cannot be guaranteed.

Halton and Warrington Music Support Service will aim to provide 35 lessons throughout the entire academic year. Please note that due to varying term lengths and bank holidays etc. this is unlikely to divide into 3 terms of equal termly payments. Lessons will take place during Halton and Warrington Music Support Service term dates.

Please note that some schools vary their holidays from these term times. Our tutors will only be able to teach on weeks where term times coincide. As the school year is 39 weeks, the 35 allocated tuition weeks should allow for the differences in calendar.

Our tutors will prepare pupils for external examinations if desired. We will encourage and support participation in local group and ensemble activities. Parents/carers will have access to pupil progress and attainment targets via SpeedAdmin

Should it be necessary to re-arrange a lesson we will endeavour to communicate alternative days by e-mail. Please ensure your e-mail address remains current on your SpeedAdmin account.

Pupils joining mid-term will be invoiced for the remaining lessons available that term in advance and then each term after for the term's lessons in advance.

At the end of the academic year if we have been unable to deliver the full course of agreed lessons due to a Halton and Warrington Music Support Service tutor absence, we will issue a credit or refund for these lessons.

SHARED LESSONS

Shared lessons are twenty minutes for 2 pupils or thirty minutes for 3 pupils. If a group no longer has the number of pupils to enable us to form such a group, the following may occur:

- Groups may be combined where ability is appropriate.
- If group sizes fall to an individual child, tutors will give an individual lesson of 15 minutes for the remainder of the term. At the end of the term if there is no suitable group for your child to join then lessons will automatically be altered and charged the following term at the individual rate. This change will be communicated by invoice.



CHANGES TO LESSONS

It may occasionally be necessary to alter lesson times and days in co-ordination with the school and with email notification to parents. Should a change of tutor be necessary we will endeavour to notify parents. If this also requires a change of lesson time/day parents will be notified.

PUPIL ABSENCE

We ask that pupils make a commitment to attend their lessons every week and this means that unless your child is ill or there are any other extenuating circumstances, we expect them to attend their lesson. We expect every effort to be made to attend lessons and this is a commitment that you will need to discuss with your child before they take a place in either shared or individual lessons.

Halton and Warrington Music Support Service will not, under any circumstances, refund for lessons missed by pupils if there is a tutor in school to deliver the lesson (including illness and school trips).

If there are extenuating circumstances which may cause long term pupil absence, please contact Halton and Warrington Music Support Service office to discuss this.

TUTOR ABSENCE

Should a tutor be absent we may send in a suitable alternative tutor to conduct the lesson. This may be done without notice.

On occasion, tutors may cancel a lesson and re-schedule it for a week that doesn't fall in the current term. This means that a pupil may not receive the full amount of lessons paid for in the current term but will receive an additional lesson in a later term. If, for some reason the re-scheduled lesson is also cancelled by the tutor and they are unable to deliver it at another time, a credit will be issued to the parent/guardian. A credit will also be issued if a parent/guardian discontinues their child's music lessons, and the re-scheduled lesson is not delivered within the 6-week notice period.

Please be advised that if a school cancels a lesson with less than 2 weeks-notice and there is no option to re-schedule the lesson, a credit will not be issued.

DISCONTINUING LESSONS

Halton and Warrington Music Support Service assumes that your child will continue lessons as they progress through the academic year. Unless we are directly notified in writing by yourself that you wish lessons to cease, this includes if your child is changing school. Please direct this communication to the contacts below – **not via the school or tutor.**

We require a minimum notice of 6 weeks prior to the start of a new term if you wish to discontinue lessons.

The lesson cost is a termly fee and therefore **there will be no pro rata refund** should a child discontinue part way through a term. For example, if your child stops attending after 7 lessons you will not be refunded for the remaining lessons in the term as our tutors are contracted on a termly basis.

Fees are to be paid in full by the specified date. Failure to do so discharges HWMSS from all liabilities in relation to previously agreed tuition and services.



At the end of the academic year you will be sent information on how to re-register for lessons during the next school year.

INSTRUMENTS

It is essential that all students have access to a quality instrument that is endorsed and recommended by music teachers. Unfamiliar and low-priced brands will only hinder and stunt a pupil's progression.

To witness any student desperately trying to develop their skills on an inferior instrument is not desirable. They may feel despondent as their efforts become hampered by a badly made or poorly set up instrument.

It is understood that the early days for any musician may prove difficult. 'Have I selected the right instrument?', 'Should I try another one?' are questions often deliberated. Once experienced, your child may consider learning an alternate instrument, maybe trying out a few before deciding which is the right instrument for them.

In the early stages of learning to play an instrument we recommend hiring an instrument. The Accent Music Education Hub www.accentmusiceducationhub.co.uk has a small number of instruments that may be available to borrow on a short term basis, or companies such as the Musical Instrument Hire Co www.musicalinstrumenthire.com/ will be able to supply an appropriate instrument. We are always available to give advice on the best instrument option for all levels of player.

CHILD PROTECTION

All our tutors have Disclosure and Barring Service checks and undertake annual Safeguarding training. This training incorporates "Part one: Safeguarding information for all staff" of the statutory guidance "Keeping children safe in education".

All staff wear ID badges. A full copy of our Code of Conduct and Safeguarding Policy can be viewed on our website www.hwmss.co.uk

GENERAL INVOICING / PAYMENT INFORMATION

Invoices for your child's lessons will be issued prior to the start of each term from our SpeedAdmin finance system. Invoices must be paid in advance of tuition commencing. Our invoices allow 14 days from invoice for payment. Payment can be made online via your Halton and Warrington Music Support Service SpeedAdmin account. Once you authorise payment of the invoice your card/account will be debited immediately.

Should you forget your log-in at any time please follow the instructions on the SpeedAdmin log-in page.

You can also pay by cheque payable to Halton & Warrington Music Support Service. Cheque payments should be posted to our office: Room A212, Halton & Warrington Music Support Service, The Heath Business & Technical Park, Heath Road, South, Runcorn, Cheshire, WA7 4QQ. Please include on the reverse of your cheque what the payment is for e.g. lessons in school and your child's name. Cheques must be received prior to the invoice deadline.

Invoices are typically sent out 4 weeks in advance of the start of a term. This allows us to timetable and answer queries prior to the start of term and give tutors enough time to make any timetable adjustments.



We reserve the right to withdraw lesson provision or amend lesson times where payment has been made late and lessons are no longer available due to the need to re-timetable.

Tutors and schools are unauthorised to accept payment. Any price increases will be communicated to you in advance.

COMMUNICATION

Halton and Warrington Music Support Service communicates by using a variety of methods. Please ensure your details remain current. Details can be amended by logging in to your SpeedAdmin account.

Halton and Warrington Music Support Service may send SMS messages in order to notify you of urgent and important information for example, a change to an upcoming lesson. These will come directly from our administrative software (SpeedAdmin) to which we cannot receive any replies.

Should you have any questions on any aspect of your child's learning or lessons please communicate them directly to the Halton and Warrington Music Support Service office. **Schools and tutors are not authorised to make any decisions or alterations regarding lessons or invoices.**

E-mail enquiries can be made to enquiries@hwmss.org

Phone: 07395949336

Post: Halton and Warrington Music Support Service, Room A212 The Heath Business and Technical Park, Heath Road South, Runcorn, Cheshire. WA7 4QQ

PRIVACY POLICY

For full information on how we collect, store and use your personal data please click on this link to access our Privacy Policy www.hwmss.co.uk

You are more than welcome to contact Halton and Warrington Music Support Service if you want to discuss any aspect of your child's learning.