



## Terms and Conditions of Service

Effective from 1 September 2019

### 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 any trial lessons.
- 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, 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 on [invoicing@hounslowmusic.org.uk](mailto:invoicing@hounslowmusic.org.uk)

### 2. Hire

- We can offer certain instruments 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.
- 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 can only be made and signed in person by the adult who will pay all bills in relation to the hire. These must be carried at the Music Centre, 64a Pears Road, Hounslow, TW3 1SR.

### **3. Ensembles**

- We offer 30 ensemble sessions per year, including concerts, except for Hounslow Youth Voices (HYV).
- Intensive HYV sessions are currently offered two or three times per term.

### **4. Fees**

- Fees are payable three times per year, before the start of each term.
- Invoices are issued by email and all payments must be made online through Schooble.
- Lessons or hire will be terminated if invoices are not paid within the stated period.

### **5. Withdrawal**

- To withdraw from lessons without financial penalty at the end of any term, written notice must be received by HMS by the following dates:
  - 1 December for withdrawal at the end of Autumn term
  - 1 March for withdrawal at the end of Spring term
  - 1 July 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 [invoicing@hounslowmusic.org.uk](mailto:invoicing@hounslowmusic.org.uk)
  - Verbal notification of withdrawal by pupils 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 is due, 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**

- Email [info@hounslowmusic.org.uk](mailto:info@hounslowmusic.org.uk)
- Telephone 020 3325 3142
- The office is open 9:30 am to 5:00 pm, Monday to Friday, term time only.
- Instruments can be hired on Monday, Tuesday and Thursday afternoons, from 1.30 pm to 5.00 pm.