



Small Group and Individual Tuition TERMS AND CONDITIONS with effect from September 2020

The Love Music Trust (LMT) will use its best endeavours to engage a suitable instrumental tutor for your child to receive lessons on an instrument of their choice. To ease administration, LMT will liaise with schools to arrange a time for lessons to be delivered and will administer payments from parents and guardians. LMT tutors are self-employed contractors whose teaching is endorsed by us. LMT has no right of direction, control or supervision over their work. We do however monitor the quality of their teaching through observation, rates of retention and feedback from schools/parents and may remove our endorsement if we are not satisfied that a tutor is providing high quality, professional tuition.

The outline terms of the agreement are as follows:

COST AND PAYMENT. LMT use an online automated payments system, and will require you to authorise equal monthly recurring payments of £15.15 (shared tuition - 20 minutes in a pair or 30 minutes in a group of three), £22.73 (individual 15 minute tuition), £30.30 (individual 20 minute tuition) or £45.45 (individual 30 minute tuition). Occasionally, although shared lessons have been applied for, the only practical option is individual tuition. This is usually because no other children at the school want lessons on a particular instrument. As the minimum viable lesson length is 15 minutes, the Trust would therefore need to charge you an individual lesson rate if you wished to proceed.

Tuition charges are reviewed annually and any change in pricing would come in to effect from the start of the following academic year. Customers will be informed, in writing, by the end of May 2021 of any changes to pricing which would be effective from September 2021.

NUMBER OF LESSONS. A full year's course of tuition consists of 33 lessons. Courses which commence at other times will consist of:

November:	27 lessons	January:	21 lessons	February/March:	15 lessons	April:	12 lessons	June:	6 lessons
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This means that your child may not receive a lesson during every week of the term/academic year. Where the above allocation is not met, a pro-rated refund will be made.

LESSONS MISSED BY CHILD. You must give LMT at least four weeks' notice of any school events, outings or other commitments that would result in your child not being able to attend their lesson. Given that notice the tutor will rearrange the session if at all possible or if it is impossible to reschedule the session within that academic year then you will be credited back with the lesson cost at the end of the academic year. Regrettably, lessons cancelled with less than four weeks' notice may not be credited or rearranged.

LESSONS MISSED BY TUTOR. Where a lesson cannot be attended by the tutor, all efforts will be made by the tutor to ensure seven days' notice and the lesson will be rearranged. Where a lesson cannot be rearranged within that academic year then the value of the lesson will be refunded at the end of the academic year.

COMMUNICATION. LMT will provide a termly progress report to you. These are either updates sent by email (January & July) or a formal written report (April). Parents' email addresses are made available to tutors (and vice versa) to allow more 'impromptu' feedback and communication and all pupils receive a practice diary, in to which progress notes will be made.

COMMITMENT. This agreement is for a 'rolling' programme of tuition. However, we recognise that circumstances can change and it may be necessary for you to terminate the arrangement. Tuition will only commence/end at the start/end of a term/half-term. You must give notice no later than one calendar month prior to your final payment, as shown below:

<u>Notice given on/before:</u>	<u>Final instalment:</u>	<u>Tuition ceases from:</u>	<u>Notice given on/before:</u>	<u>Final instalment:</u>	<u>Tuition ceases from:</u>
15 th September 2020	15 th October 2020	26 th October 2020	15 th February 2021	15 th March 2020	6 th April 2021
15 th November 2020	15 th December 2020	21 st December 2020	15 th April 2021	15 th May 2020	25 th May 2021
15 th January 2021	15 th February 2021	15 th February 2021	15 th June 2021	15 th July 2021	22 nd July 2021

Notification must be in writing by email (info@lovemusictrust.com) or in writing to Love Music Trust, 2A Bradwall Court, Bradwall Road, Sandbach, CW11 1GE and must include your child's full name, school and instrument they are receiving tuition on. Where the above notice dates are not met, payment in lieu of notice will be made. At the conclusion of the notice period your payment will be cancelled by our office.

INSTRUMENT HIRE. The terms and conditions for instrument hire (if selected) are as follows:

- The fee for instrument hire is paid by way of a recurrent monthly direct debit for £5.00 (per instrument). This is reduced to £2.50 for the first twelve months for pupils enrolled in our Small Group & Individual Tuition programme (one remission per pupil only). Hire charges are waived for Cared for Children and those in receipt of Pupil Premium. No charge is made where instruments are loaned to hub partners. No charge is made where instruments are loaned to Cheshire East schools for use on the Whole Class Instrumental Tuition (Wider Opportunities) programme.
- Instrument hire will be automatically renewed on a monthly basis, until the instrument is returned to us at the address above. Normal office hours are Monday to Friday, 8:30am-4:30pm.
- Upon the return of an instrument all subsequent payments will be cancelled, except those which are due to be collected from your bank within five working days. Please note that we are unable to issue partial refunds for instrument hire fees.
- Repairs (other than those necessitated by routine wear-and-tear) will be the financial responsibility of the hirer under all circumstances.
- The Love Music Trust reserves to the right to charge a repair cost for any instrument which is returned damaged.
- The instrument remains the property of the Love Music Trust at all times during the hire and must not be sold or otherwise disposed of.
- The Love Music Trust reserves the right to request the return of an instrument at any time.
- Certain instruments are provided with specific parts and accessories for which, if not present upon return or returned in an unusable condition, the Love Music Trust reserves the right to make the following replacement costs: Clarinet - Cork Grease (£1.75), Pull-through cleaning cloth (£4.50), Ligature (£5.50), Mouthpiece Cap (£8.50), Mouthpiece (£17.00); Saxophone - Cork Grease (£1.75), Ligature (£6.50), Mouthpiece Cap (£6.50), Padded Sling (£8.00), Pad-saver (£16.50), Mouthpiece (£19.00); Brass mouthpieces - Trumpet (£7.50), Tenor Horn (£10.00), Euphonium/Baritone/Trombone (£15.00), Tuba (£20.00); Replacement Strings (per string): Ukulele (£1.25), Guitar (£2.00), Violin (£2.50), Viola (£5.00), Cello (£7.50), Double Bass (£10.00); Rosin: Violin/Viola (£2.25), Cello (£4.00). These costs are effective for all bookings made from 29 November 2017 onwards.
- The Love Music Trust reserves the right to review these terms and conditions annually. All existing customers will be informed, in writing, of any changes. Two months' written notice will be given of any change to hire charges.