



Vision Redbridge Culture and Leisure, Redbridge Music Service (RMS) will provide tuition at The John Savage Centre and/or the school named on the application form under the following terms and conditions.

Parents/carers are subject to the terms and conditions as laid down by RMS as detailed below, and agree to abide by these terms and conditions:

### **Instrumental/Vocal Lessons, Music Clubs/Music School Membership**

1. RMS reserves the right to change teachers, lesson times and pupil groupings where necessary and to notify parents and schools of any changes to these lesson arrangements.
2. In the event of unforeseen circumstances (pandemic, severe weather or similar) RMS will provide tuition/activities via live lessons online at a mutually agreed time or provide tuition using an online journal for students to upload their progress and feedback to be provided. If parent/carers have not provided consent for lessons to be provided online, notice periods listed below in "8. RMS Expectations and cancellation deadlines" will still apply.
3. Lessons in school will take place during the normal school day. If your child has a shared lesson, your child will be grouped according to experience and ability by RMS. You may be offered individual tuition if there are no pupils of an appropriate standard/instrument to form a group with.

### **Payment**

4. By registering, you are agreeing to pay for tuition by direct debit for the minimum term as detailed below. Payments by direct debit are payable monthly for the academic year (September through to the following August). The annual cost of tuition is split into 12 equal payments payable from September (or the month in which lessons commenced) to August. The fees and charges are subject to review each September.
5. Your first direct debit payment will take into account from when tuition started (pro rata). All subsequent payments will revert to the regular monthly amounts listed when you signed up. If no direct debit has been set up by the second lesson RMS reserve the right to withdraw the pupil from the register and return them to the waiting list.
6. Any debt owed must be cleared within the current academic year it becomes due, unless authorisation has been given to put a payment plan in place. Failure to adhere to the agreed payment plan will mean RMS have the right to remove the pupil from any future lessons and request any hired instrument be returned to the centre. All current lesson and hire fees must be paid on the date they become due by direct debit, failure to do so will revoke the pupils place in the class and pupil can be moved to the waiting list.
7. If for any reason you wish to cancel your child's lessons, written notice must be provided direct to Redbridge Music Service by post or email ([admin.musicservice@visionrcl.org.uk](mailto:admin.musicservice@visionrcl.org.uk)) according to the cancellation dates below. We will be unable to accept cancellations via your child's

teacher or your child's school. Please do not cancel any direct debits, this will be done when RMS process the cancellation of the account. Any late payment or cancellation fees that become due will be payable by the Parent/Carer. RMS will not be held liable for any fees due.

### **RMS Expectations and cancellation deadlines**

8. Pupils are expected to commit to a full academic year for their first year of tuition/Clubs/Early Years/Mini Musicians/Young Music Makers. The tuition is not transferable to another instrument or vocal lessons. If you do not wish to continue with tuition for the following academic year, please do speak to one of our teachers as to whether a change of instrument/activity is appropriate.

If you have decided after this that you would still like your child to cease activities, written notice needs to be given by May 31st, with the final payment being taken in August. Once the final payment has been processed RMS will close your direct debit account with DFC providing any instrument hired has been returned. If the direct debit is not cancelled via RMS DFC will apply cancellation charges. If you cancel your direct debit yourself you will be liable for any such fees.

#### **Pupils who are members of Music School**

9. Parent/Carers should carefully consider in consultation with their children about taking up a place at Music School. Regular attendance is required throughout the academic year, and pupils are expected to become a member of at least one ensemble and to pay the Membership Fee.

#### **Pupils after their first year of tuition**

10. To cease tuition/activities, half a term's notice must be provided. Written notification must be received by the Friday at the end of the half term for tuition to cease at the end of the autumn/summer/spring term. Our term dates are the same as those set by the London Borough of Redbridge (<https://www.redbridge.gov.uk/schools/term-dates>). If written notice is not given by this time you will be liable to pay the next term's fees.

*Pupils finishing at the end of the autumn term, the last payment taken by direct debit will be for the month of December*

*Pupils finishing at the end of the spring term, the last payment taken by direct debit will be for the month of April*

*Pupils finishing at the end of the summer term, the last payment taken by direct debit will be for the month of August.*

**Please do not attempt to cancel direct debits as it will incur a penalty charge and any outstanding amount will still need to be settled along with the penalty charges. To avoid any additional fees all direct debits must only be cancelled by RMS.**

11. We provide teachers for 38 weeks within the academic year at schools and 35 weeks for lessons/Music School at the John Savage Centre. In the event of pupil absence due to sickness, school trips, school closures, exams, dental/medical appointments and other such events these cannot be refunded. A credit will be provided if the number of lessons delivered is below 35 in schools or 30 at Music School.

### **Instrument Hire Terms and Conditions**

12. The hire of an RMS instrument requires that the named pupil receives tuition from RMS either through a school lesson or while attending an RMS Club/Ensemble/Lesson. If a pupil ceases tuition through RMS the subsidised hire rate will be replaced with a commercial hire rate payable until the instrument is returned.
13. The instrument must not be used by any other person other than the pupil named on the hire agreement.
14. The instrument, including the bow or mouthpiece where applicable, and its case will, at all times, remain the property of Vision Redbridge Culture & Leisure and may be recalled at any time.
15. RMS will withdraw the instrument and case from the pupil if instrumental tuition ceases, or if there are outstanding fees that have remained unpaid, or if the pupil demonstrates that they are not looking after the instrument adequately.
16. The instrument will be issued in good playing order and will come supplied with appropriate accessories, for example reeds and rosin. Any replacement accessories are chargeable. The cost of replacing strings, rosin, reeds, grease or oil as necessary is the responsibility of the hirer and can be purchased from RMS Instrument Centre.
17. The hirer and pupil must accept responsibility for proper care and safeguarding of the instrument on hire, Vision Redbridge Culture & Leisure do not accept any responsibility for any loss or damage to instruments loaned or hired, or to any other property. If an instrument is lost/stolen or damaged it is the hirers responsibility to pay for the repair or replacement, RMS must be notified and will advise the hirer accordingly. Under no circumstances should any untrained person attempt to repair any musical instrument. RMS suggest that all instruments are added to the hirers home contents insurance or the hirer arranges their own instrument insurance policy.

### **Hire Cancellation**

18. Upon returning the instrument to RMS and completing a returns form RMS will cancel the direct debit account. Depending on the return date the final payment for hire may be taken on the 1<sup>st</sup> of the following month.
19. As per the conditions signed when hiring an instrument detailed on the Instrument Hire Agreement, the instrument is on hire in exchange for the monthly hire payment. Failure to

pay the monthly hire fee will revoke the hire agreement and the instrument must be returned to RMS immediately.

**All instruments must be collected from and returned to:**

Redbridge Music Service, John Savage Centre, Fencepiece Road, Hainault, IG6 2NB

If any instruments are not returned to the centre and a signed return forms completed the hirer is held liable for the cost of a replacement instrument.

Any complaints should be sent in writing to:

Redbridge Music Service Vision – Redbridge Culture & Leisure

John Savage Centre

Fencepiece Road

Hainault

Ilford

IG6 2NB

Or by email to: *admin.musicservice@visionrcl.org.uk*