

Havering Music School

Terms and Conditions

For Parents

Parents/carers and students are subject to the terms and conditions laid down by Havering Music School as detailed below, and agree by these terms and conditions.

In-School Instrumental Tuition

Applying and Paying for tuition

1. All lesson requests must be made through Havering Music School or through the School in which the lessons take place.
2. Tuition is ongoing and will continue through a child's career at school until one full calendar months' written notice is given to stop.
3. We provide 36 lessons during the School year.
 - a. The total annual cost of the lessons has been divided into 12 equal payments. These direct debit payments will be continuous throughout the year and will be taken on the 24th of every month.
 - b. We are GDPR compliant and our staff are trained on GDPR regulations.
4. Our process for in-school tuition is:
 - a. Parents/Carers apply for lessons via the Havering Music School website or by emailing musicschool@haverling.gov.uk
 - b. A link to the online application form for lessons will be emailed to a parent/carer directly or is available on the website. Once the application is completed, Havering Music School will inform the parent/carer that the student has been placed on a waiting list.
 - c. Once the teacher in the relevant school has space to take on a new student, the parent/carer will be emailed with a lesson offer, which can be accepted or declined. This offer will outline the space available, details on how to complete a DDI and when this commence. Lessons will only commence once the payer has completed a DDI.
 - d. The HMS teacher is notified of a new student, along with the parent/carer contact details. The teacher will email the parent/carer in advance of the lesson commencement date with details of the day and time of the lesson.

Lesson Delivery

1. Our Silver package lesson length for 1-to-1 tuition is 15 minutes and the Gold package is 30 minutes. This includes access to theory lessons and ensembles. If enough students learn in a school these will take place in the School. Sometimes this is not always possible and you can attend ensembles and theory classes on a Saturday or after school at the Music Centre on Tuesday or

Wednesday after school. Lessons can be taken at the music centre but a Silver package is the minimum package.

2. Our Bronze package is a shared 20 minute lesson. In certain circumstances a 10 minute individual lesson can be offered.

3. Lessons will take place in school during the normal school day. Occasionally lessons can take place after school especially if it is an ensemble or theory group.

4. School based lessons take place during the school day. Music School teachers arrange their own timetables and move between schools throughout the day; we cannot guarantee that the music teacher's time in your child's school will not be at the same time as a school lunchbreak and/or other lesson/activity.

Cancelling Lessons and Notice Periods

1. No refunds will be given: the agreement is binding and will continue until it is cancelled.

2. If you wish to cancel your child's lessons, one full calendar months' notice must be given in writing to musicschool@havering.gov.uk

3. We require one calendar months' notice to cease tuition. E.g. if you emailed in cancelling lessons on the 2nd December, the last payment would be taken on the 24th December and the lessons would finish at the end of January. We do require this notice period to inform staff of a change to their salary.

4. Verbal notification by students or the Parent/Carer(s) to HMS Teachers will not be accepted.

5. We understand that on occasion there may be exceptional circumstances under which lessons may stop, be the cause the HMS Teacher, the School, the Parent/Carer(s), or the student. These circumstances will be examined by one of Havering Music School's management team on a case-by-case basis.

6. Where a student changes Schools during term, it might not be possible to make a like-for-like fit with the new School; in this circumstance each case will be examined by one of the Havering Music School's management team on a case-by-case basis.

Student Absence

1. Refunds cannot be given for non-attendance of students.

2. HMS Teachers will make every effort to encourage good attendance, it is at the discretion of the teachers and in consultation with the school if our Teachers to personally collect students from lessons.

3. Schools are required to provide HMS Teachers, in advance of term starting, with a copy of the School diary/calendar:

a. Schools are responsible for updating HMS Teachers as to any changes within the diary/calendar;

b. Where events are added which affect HMS Teachers (e.g. Non-Student Days, School trips, exams etc.) should be expressly notified to them no later than two weeks before, so that the session can be rearranged.

c. If less than two weeks' notice of an event is given, no credit will be due if the HMS Teacher is unable to offer an alternative date.

d. If the HMS Teacher is not notified of an event until they arrive on the day, they should teach any students who are available but may require the School to alter the timetable for that session.

e. There will be no further expectation on the part of Havering Music School that the HMS Teacher makes up the session.

4. Where appropriate, lessons may be taken in advance; for example in the run up to exams, or before a long scheduled absence and time taken off in lieu afterwards. Such requests are at the discretion of the HMS Teacher.

5. Please note that HMS Teachers will do what they can to help students catch up lessons but in the case of a student falling more than 2 lessons behind it will probably not be possible to catch every lesson up.

6. Havering Music School follows the guidelines set out in Havering Council's, Managing Sickness Absence Policy (full copies available on request).

Teacher Absence

1. Where a HMS Teacher is absent, according to the nature of the sickness and providing Havering Music School is notified within good time, we will aim to provide a cover teacher.