

Terms and Conditions 2023-24

Instrumental lessons Ensembles, Groups and Choirs Instrumental Hire

These Terms and Conditions form the basis of a contract between Solihull Music and you the customer. Solihull Music reserves the right to vary these Terms and Conditions at any time and without notice.

1. REGISTRATION OF INSTRUMENTAL LESSONS

1.1. The provision of instrumental lessons is subject to availability of teachers and suitable accommodation at each school. Pupils will be placed on a waiting list, we aim to allocate all pupils within 4 weeks of application. If we are unable to offer a suitable lesson, we will email to ask you if you wish to remain on the waiting list for the remainder of the term.

2. REGISTRATION OF ENSEMBLES CHOIRS AND GROUPS

2.1 Your child's name will be held on a waiting list whilst Solihull Music identifies an appropriate group to match your application. We will notify you, via email, confirming acceptance of your application with further details about the group, including the agreed start date.

3. FEES 2023-24

3.1 Fees are valid for the academic year and reviewed annually.

Instrumental lessons

Individual 20-minute lesson		£15.70 per lesson
Individual 30-minute lesson		£22.00 per lesson
Group lesson	2 pupils in 20 minutes	£8.60 per lesson
Group lesson	3-5 pupils 30 minutes	£8.60 per lesson
Shared Centre	2 pupils in 30 minutes	£11.00 per lesson
Instrument hire		£20.00 per term

Solihull Music Ensemble, Groups and Choirs

Weekday Ensembles	£44.30 per term
Specialist Ensembles	£55.40 per term
Inclusive Groups and Inclusive Choir	FREE OF CHARGE
Saturday Music	£21.00 per session per term

3.2 Fees for instrumental lessons will be charged termly in advance and be based on the number of lessons set to be delivered.

3.3 Fees for ensembles, groups and choirs are charged as a set fee and there may be variation in the number of weeks delivered each term.

4. PROVISION

4.1 From September 2023, Solihull Music provision will be delivered over 34 weeks in the academic term, as below:

Solihull Music provision is delivered over 34 weeks in the academic term in line with the Music Service calendar. This allows schools some flexibility in service over the 39-week academic year for any lessons missed which can be delivered in the orange weeks.

	Teaching
	Non-teaching days
	Bank Holiday
	School holidays

September 2023						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October 2023						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November 2023						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December 2023						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

January 2024						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February 2024						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

March 2024						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April 2024						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May 2024						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June 2024						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July 2024						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August 2024						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

5. PAYMENT

5.1 All invoices for lessons will be issued on the last teaching day of the previous term, in advance of each term start date, and must be paid, in full, prior to the commencement of each new term. The rationale behind this is the invoice will reflect any missed lessons of the previous term.

Solihull Music will invoice termly on the following dates:

Autumn Term – week beginning 21st August 2023

Spring Term – Thursday 21st December 2023

Summer Term – Thursday 21st March 2024

5.2 Customers will have 14 days to make payment on the Speed Admin portal. After 14 days, Solihull Music will contact customers reminding them that payment is now overdue, and it is at this point lessons will be cancelled.

5.3 If pupils are not continuing in 2023/24 - Refunds owed to customers for 2022/23 will be refunded to the payment card by the end of August 2023. **Those continuing will be given a credit(s) for missed lessons on the Autumn invoice. Therefore will not require a refund.**

5.4 If payment has not been made after 14 days, registration will be cancelled, (as per 5.2) and music provision will no longer be scheduled for the customer. At this point Solihull Music reserves the right to offer the place to another customer on the waiting list. Customers will receive a formal letter explaining that the offer of lessons has been withdrawn.

5.5 Solihull Music will not accept any responsibility for disruption to lessons as a result of non-payments.

5.6 Where customers have hired instruments, they must be returned to Solihull Music within 7 days of the cancellation of lessons. Should any instrument not be returned in this time, the customer will be invoiced for the full amount to replace a new instrument. (See 8.13).

6. DISCOUNT SCHEME

6.1 Families receiving free school meals also Looked After Children qualify for free ensemble membership. For further information, please email solihullmusic@solihull.gov.uk or refer to our Charging, Subsidy and Discounts Policy on the website.

7. WITHDRAWAL PROCESS

7.1 A student may only be withdrawn from lessons at the end of a term. Please inform Solihull Music of your intention to withdraw in writing by email to: solihullmusic@solihull.gov.uk or by letter to Solihull Music, The Core, Theatre Square, Touchwood, Homer Road, Solihull, B91 3RG.

7.2 In a small number of cases a pupil may withdraw at the end of a term from a shared or group lesson which can result in the lesson type becoming unfeasible. In this case Solihull Music will contact parent/guardians to offer an alternative lesson type giving pupils a term's notice of any change.

8. INSTRUMENT HIRE

8.1 You can apply for instrumental hire if:

- ✓ Your child is aged 5-18 years.
- ✓ Your child has instrumental lessons with Solihull Music either at a Solihull school during the daytime or one of our after-school music centres.
- ✓ Your child is a member of one of our Solihull Music groups, choirs or ensembles.

8.2 The fees for the hire of each instrument are £20.00 per academic term.

8.3 Rests, replacement reeds and strings, other accessories and expendables are not included in the hire fee.

8.4 All requests to hire a musical instrument must be made through the Speed Admin portal.

8.5 Applications are processed on a first come, first served basis and hire is subject to availability.

8.6 Your application will be held on a waiting list whilst Solihull Music identifies an appropriate instrument. We will notify you, via email, confirming acceptance of your application with further details about the instrumental hire, including the agreed collection date. If we are unable to allocate a suitable instrument, we will contact you to ask if you wish to remain on the waiting list until a suitable instrument becomes available.

8.7 Payment for instrumental hire will be due once your instrument is ready for collection and your application processed. Solihull Music will send you an email with details on how to log into your Speed Admin parent portal and make a payment online.

8.8 The customer is responsible for any loss or damage to the instrument and for replacing any items due to wear and tear, i.e. strings, reeds etc.

8.9 The customer must ensure that the instrument is fully insured on their home contents insurance, or through a specialist insurance brokers such as Allianz Musical Instrument insurance.

8.10 The customer is responsible for the maintenance of the instrument and to pay for all repairs deemed necessary by Solihull Music.

8.11 The customer will contact Solihull Music immediately in the event of damage or loss of the instrument.

8.12 Customers must return the instrument to Solihull Music if:

- Your child has terminated lessons provided by Solihull Music.
- Solihull Music has terminated lessons due to non-payment of invoices.
- Your child is no longer a member of a music service ensemble.
- If Solihull Music requests instrument return as part of a maintenance cycle

8.13 Where customers have hired instruments, they must be returned to Solihull Music within 7 days of the termination of lessons. Should any instrument not be returned in this time, the customer will be invoiced for the full amount to replace a new instrument.

Brass	£	Woodwind	£	Strings	£
Trumpet	£200	Oboe	£1000	Cello	£600
Trombone	£250	Flute	£250	Double	£1500
Cornet	£150	Clarinet	£250	Bass	
Baritone	£400	Saxophone	£800		
Alto	£250	Bassoon	£1300		
Trombone	£800				
Tenor Horn	£1200				
Tuba	£400				
French Horn	£2400				
Euphonium	£3000				

9. CREDITS

9.1 Solihull Music may at times need to cancel instrumental lessons due to unforeseen circumstances. This will be communicated via email providing customers with as much advance notice as possible. If Solihull Music can reschedule the lesson no credit will be applied, and the lesson will be automatically offered at the end of each term.

9.2 Solihull Music will reschedule any music ensemble, group or choir activity if sessions are cancelled due to unforeseen circumstances. Credits will **not** be issued for any ensembles, groups or choirs.

9.3 Solihull Music are unable to offer credits for any lessons missed by the student, the only exception being an absence of 5 consecutive weeks due to illness when the fee for five lessons will normally be refunded on production of a doctor's certificate.

9.4 Customers who wish to request a credit must apply in writing to solihullmusic@solihull.gov.uk Solihull Music reserves the right to refuse any request considered by customers and will only authorise credits for exceptional circumstances.

9.5 All credits applied for cancellation of lessons will be automatically generated and applied to the following terms invoice, apart from the Summer Term (see point 5.3).

10. REFUNDS

10.1 Solihull Music may process a refund to a customer if there is credit on their account or lessons are being discontinued.

10.2 Customers who wish to request a refund must apply in writing to solihullmusic@solihull.gov.uk

11. COMPLAINTS

11.1 Any complaints must be made in writing. Please refer to our Complaints Policy for further information.

**Centre Lessons and Solihull Music Ensembles
Expectations of Parents/Carers of pupils having lessons at The Core
Safeguarding and Health and Safety of your child/young person**

Centre lessons:

These take place on the 1st floor of The Core building and in a suite of rooms next to each other numbered 1 -7.

1. Parent/Carer stays with their child/young person in the café or upstairs before the lesson starts.
2. Parent/Carer bring their child/young person upstairs to the waiting area outside the teaching rooms and waits until the teacher has collected the child/young person for the lesson.
3. After the lesson has finished Parent/Carer collects their child/young person from the waiting area by the teaching rooms on the 1st floor.
4. If Parent/Carer is running late – you must have pre-instructed your child/young person to wait in the upstairs waiting area. Please tell your child/young person they must not be left unattended in the café area downstairs. This can become busy with public in the café if there is a show taking place in the theatre.
5. If you are unable to attend the lesson, please email or phone Solihull Music solihullmusic@solihull.gov.uk /0121 704 6500) to let us know.
6. If you are more than 15 mins late – your child/young person must either let the music teacher/duty manager/Mrs Featherstone (receptionist Monday – Wednesday) know so we can try and contact you.
7. If, for any reason, we cannot contact you/or a member of your family and a long period of time elapsed or the building is closing a member of staff will take your child/young person to the police station for their own safety.
8. If Parent/Carer is happy for their child/young person (especially if they are secondary age) to be picked up/wait in the café area/walk to meet you at a car park in Solihull or make their own way home – you must email your child's teacher so that your permissions can be added to their lesson card.
9. It is your responsibility that your child/young person arrives safely at The Core before their lessons start, and you observe the hand over to the Solihull Music member of staff responsible.

Solihull Music Ensembles

These ensembles take place Monday – Wednesday at The Core building.

1. When arriving for rehearsal please wait in The Core café with your child/young person.
2. A member of Solihull Music will then come and collect the pupils together so they can all make their way to the rehearsal space.
3. At breaktime children are allowed to use the café area/toilets under supervision from staff – if the café is busy with public waiting to go into the theatre, then pupil will take their break in the upstairs breakout space. This will mean they are away from public and can use different toilets.
4. After the rehearsal has finished pupils will be dismissed together by members of staff from Solihull Music. Parent/Carer will collect their child/young person from the café area. We have arranged our rehearsals around the timings of theatre use to avoid general public being in the building.
5. If you are unable to attend the rehearsal, please email or phone Solihull Music (solihullmusic@solihull.gov.uk /0121 704 6500) to let us know.
6. If Parent/Carer is running late – you must have pre-instructed your child/young person to wait by the Connect centre, away from the café area. This is where a member of our admin team is situated and can look after your child/young person whilst we try and contact you to establish if there are any issues we need to be aware of.
7. If for any reason, we cannot contact you/or a member of your family after a long period of time has elapsed or the building is closing, a member of staff will take your child/young person to the police station for their own safety.
8. If Parent/Carer is happy for their child/young person (especially if they are secondary age) to wait in the café area/walk to meet you at a car park in Solihull or make their own way home – you must email the Solihull Music member of staff taking the rehearsal so that your permissions can be added to their lesson card.
9. It is your responsibility that your child/young person arrives safely at The Core before their lessons start and you observe the hand over to the Solihull Music member of staff responsible.

We hope you appreciate we are using a busy public building and all the above is to keep your child/young person safe.

These are also part of our terms and conditions for lessons.