

Terms and Conditions

Bolton Music Service (BMS) (a business unit within Bolton MBC) will provide tuition at the school named on the application form under the following terms and conditions.

'Music Service Direct' weekly lessons / Platinum Lessons

1. Parents/carers and pupils are subject to the terms and conditions as laid down by BMS as detailed below, and agree to abide by these terms and conditions.
2. BMS reserves the right to change teaching personnel, lesson times and pupil groupings where necessary and to notify parents and schools of any changes to these lesson arrangements. We always work closely with the school to agree suitable lesson times.
3. Lessons will usually take place in school during the normal school day. If you have booked a shared lesson your child will be grouped as much as possible according to experience and ability by the BMS teacher in groups of up to 4 pupils.
4. Once your registration for lessons has been received by us, we will confirm this via the portal. If a space is offered for your child to begin lessons, you must formally accept the offer for the lessons to proceed.
5. By registering online, you are agreeing to pay by Direct Debit, that you are the named account holder of the account to be debited and that no other signature apart from your own is required to authorise the setting up of Direct Debits on this account. If a second signature is required they must also sign the Direct Debit mandate before you return it to us. Payments by Direct Debit run from October – June.
Alternatively payment in full for the year is an option.
6. If for any reason you wish to cancel your child's lessons, notice must be provided direct to Bolton Music Service in writing (post or email) according to the cancellation dates below. We will be unable to accept cancellations via your child's teacher.
BMS cancellation deadlines:
To stop lessons at the end of the Autumn Term you must give written notice by 30th November
To stop lessons at the end of the Spring Term you must give written notice by 31st March
To stop lessons at the end of the Summer Term you must give written notice by 30th June.
If no notice is received, lessons will roll over automatically into the next academic year.
7. We guarantee a minimum of 32 lessons during the academic year, with the possibility of additional lessons where available.
In the event that our teacher is unable to deliver the full allocation of 32 lessons, we will endeavour to provide replacement lessons. If it is not possible to make up the missed lessons, parents can request a refund. Lessons missed due to pupil absence or school closure/cancellation will still be counted as part of the 32 lessons, as the teacher was available to deliver the lesson as scheduled. Lessons missed by pupils are not normally eligible for a refund. Exceptions will only be considered where a pupil is unable to attend due to a prolonged illness of two consecutive weeks or more, supported by appropriate medical evidence.
8. Any outstanding balance owed to Bolton Music Service must be cleared before lessons commence. Where a lesson place is allocated before the debt is cleared, Bolton Music Service reserves the right to add the outstanding balance to the Direct Debit arrangement and will notify you of the amount to be collected.
9. Progress will be communicated throughout the year via lesson records or homework diaries with one written report in the summer term.
11. Complaints should be sent in writing to: Mrs Kate Bevis, Business Development Manager, Bolton Music Service
kate.bevis@bolton.gov.uk

Instrument Loan Scheme Terms and Conditions

1. The hire of a BMS instrument requires that the named pupil has lessons from BMS, or that they regularly play the instrument in a Bolton Music Centre Ensemble.
 2. The instrument must be returned within three weeks of the pupil ceasing lessons with Bolton Music Service or leaving the relevant Music Centre ensemble. If the instrument is not returned within this timeframe, a £25 late return fee will be applied. Failure to return the instrument following a request from Bolton Music Service may result in the full replacement cost of the instrument being charged to the borrower.
 3. The instrument, including the bow or mouthpiece where applicable, and its case will at all times remain the property of BMS and may be recalled by Bolton Music Service for inspection, maintenance or replacement where necessary.
 4. BMS will withdraw the instrument and case from the pupil if in BMS's opinion the instrument is not looked after adequately.
 5. The instrument will be issued in good playing order. The cost of replacing strings, rosin, reeds, grease or oil as necessary is the responsibility of Parents/carers.
 6. BMS will be responsible for general maintenance of the instrument as a result of fair wear and tear.
 7. Parents/carers must accept responsibility for the proper care and safeguarding of the instrument on loan.
 8. In the event of damage to, or loss of, the instrument or case BMS must be informed immediately. Under no circumstance should a parent or carer attempt to repair the instrument. Parents/carers will be responsible for the cost of repairs or replacement, as assessed by Bolton Music Service or its appointed instrument repair specialist, up to the full replacement value of the instrument.
 9. Parents/carers are expected to arrange insurance cover for instruments on loan.
 10. The instrument must not be used by any person other than the student to whom it is on loan.
 11. Instrument hire charges may either be:
 - included within your monthly Music Service Direct Debit; or
 - paid in full at the start of the hire period.
 Payments made in full at the start of the hire period are non-refundable.
 12. If you wish to terminate your hire at the end of the summer term, the instrument must be returned before the term finishes. Failure to do so may result in a late return penalty charge or the full cost of the instrument.
 13. Cancellation Policy – To return the loaned instrument, please contact BMS office tel. 01204 333533 to arrange a suitable return date.
- All instruments must be collected from and returned to:
Bolton Music Service, Mere Hall, Mere Hall Street, Bolton, BL1 2QT.

Signed _____ Date _____