

Music lesson terms and conditions

Our Hillingdon Music Service offers instrumental/vocal tuition on the following basis.

Standard tuition

Standard tuition is normally taught in small groups of two or three for 20/30 minutes at a time.

Advanced tuition

Advanced tuition is taught individually for 30 minutes, in person and online.

Once payment for lessons has been received, Hillingdon Music Service will provide 10 lessons per term on a rolling contract (unless the lessons start partway through a term). Where a pupil starts tuition in the middle of a term, tuition will be charged pro rata according to the number of lessons remaining in the term. Hillingdon Music Service will decide appropriate grouping of pupils, depending on the number of pupils requiring lessons.

When you sign up for tuition with the Hillingdon Music Service, you are also signing up to the possibility of online tuition in the case of a major global event and the same rules of cancellation will apply. We are unable to pause tuition (and therefore payment) until in-person tuition recommences.

Scheduling/timing of lessons

Most lessons take place during the school day at school, and will usually mean that a pupil will miss part of their normal class. Wherever possible, our staff work on a rota system to minimise this. Pupils are responsible for making their own way to the lesson room before the start of a lesson. Our staff are not responsible for escorting children to and from lessons. Due to current COVID-19 guidelines, some lessons can take place online via Zoom - either from school (if they allow) or from the pupil's home (outside of school hours).

Once lessons have been timetabled and confirmed, it is expected that pupils will attend all

lessons. Once the lesson time has been agreed between the parent/guardian and the school, we cannot make any changes. For school tuition, check with the school office or music coordinator to confirm lesson dates and times. For centre tuition, your teacher will send confirmation of the dates and times of your lessons at the start of the academic year only. If these details change during the year, they will confirm this in writing - either by letter or email.

For online tuition, your tutor will contact you to organise a mutually-convenient time for lessons and confirm this via email.

Pupils must be punctual for all lessons - whether in person or online.

Invoices will be sent via post and the invoice will show details of tuition and hire. Instructions on how to pay will be on the back of the invoice. Please check your invoice carefully.

Credits and refunds

Hillingdon Music Service will refund/issue credit note/make up the lesson where:

- the tutor is unavailable

- the music centre is closed

- an online session could not take place due to the tutor's technical issues

- a pupil has a long-term sickness (and provides a doctor's note).

A refund or credit note will only be made at the end of the academic year - once the opportunity has been given to make up for missed lessons by the tutor.

As term lengths vary, there may be 11 or 12 sessions in a longer term and, for example, only 8 or 9 sessions during a shorter term. We offer 30 lessons during the course of the school year. For administrative purposes, we always invoice for 10 sessions per term.

Hillingdon Music Service will not refund, issue a credit note or make up missed lessons where:

- the pupil has failed to arrive for their lesson

- the pupil is away for any reasons, eg sickness, school trip, appointment elsewhere, school closure, continuing technical issues.

Parents/guardians must give tutors at least 48 hours' notice if their child will be missing a scheduled lesson. Notice must be given during normal working hours, Monday to Friday. For example, in the case that a lesson on a Monday needs to be rearranged, notice must be given by 5pm on Friday. The decision to re-schedule a lesson in this case is made at the tutor's discretion. Parents/guardians are responsible for notifying the Hillingdon Music Service if their child is unable to make a lesson due to a whole school closure, eg INSET day or if the child is on a school trip. Hillingdon Music Service will make these lessons up if given at least 2 weeks' notice.

In the event of a major global event (eg pandemic or severe weather), Hillingdon Music Service will transfer lessons online following government guidance providing it is safe to do so.

Stopping lessons

Lessons are booked 1 term in advance and will continue until written notice is given to Hillingdon Music Service by the parent/guardian. Notice must not be sent to the teacher or the child's school.

To cancel tuition, please either complete the form on the website or send a written cancellation notification directly to Hillingdon Music Service either as a letter or by email to music@hillingdon.gov.uk.

Written notification must be received by the Friday preceding half term for lessons to be discontinued from the end of that term. If written notice is not given by this time, you are liable to pay the next term's fees.

Instrumental hire

Our music service has a range of instruments for hire (subject to availability).

[View a list of instruments we provide and current hire costs](#)

Instrument hire will appear on the same invoice received for the lessons if you have selected this option at the start. Once payment is made, the instrument will need to be collected from the Civic Centre, Uxbridge. Details of how to do this are on our website. You must book to collect an instrument, as we are unable to accept drop-ins. Parents/guardians must return the instrument when their child stops lessons, and hire costs will be payable until the instrument (and any accessories) has been returned to the Hillingdon Music Service. Instruments should not be returned to the child's school or teachers. Instruments are issued with guidance for their care and maintenance.

In the event of damage, accident or loss of the instrument(s), Hillingdon Music Service must be informed immediately. If an instrument requires repair or replacement, Hillingdon Music Service will make arrangements as necessary. Under no circumstances should the parent/guardian/child carry out or arrange to repair any instrument.

In the event of a major global event/pandemic, you may be asked to keep the instrument in your possession until it is safe to return it.

Tutors

All instrumental and vocal tutors are highly qualified and all appropriate checks are made. The service monitors quality and provides professional development for tutors. We reserve the right to alter tutors but will endeavour to tell you if this is necessary. If we are unable to find a replacement tutor, we will refund or credit the relevant fee, as appropriate. All tuition depends on the availability of tutors.

How to pay

Payment is only possible via your SpeedAdmin portal once you have registered for lessons.

[Make a payment for music fees](#)

If you are finding it difficult to pay the fees, please call our office on [01895 558108](tel:01895558108) or email music@hillingdon.gov.uk. We may be able to help you by arranging payment in instalments.

Other important information

Parents/guardians are expected to provide accessories, music and equipment necessary for lessons. This includes music stands.

Where pupils require tutor books for lessons, parents/guardians are responsible for purchasing books. Other costs, such as entry for examinations (personal pupil choice), will also be charged to the parent/guardian.

Please refer to our Online Code of Conduct for online tuition.