Telford & Wrekin Music: Terms and Conditions

Lessons

Small Group

A guaranteed minimum of 30 lessons per academic year will be provided and will be a maximum of 30 minutes in length depending on group size and 20 minutes for individual lessons.

As the school year is approximately 38 weeks long, there will be weeks when lessons do not take place. Please check the **Calendar of Music Teaching Weeks** for information on music teaching weeks.

Lessons

Time & Location

Tutors will visit your child's school to provide lessons during school hours at times agreed with the school.

If a student arrives for their lesson on two occasions with no instrument, it is the tutors discretion whether they teach or not and the cost of the lesson will not be refunded.

Primary Schools – The day of the lesson will be specified and children collected or sent for at the correct time of the lesson each week.

Secondary Schools – The student should consult the music notice board each week to check the time of their lesson and arrive promptly. They will not be collected. It is the responsibility of your child to ensure they attend their lessons each week. No refund can be given for lessons missed due to forgotten times.

Fees/Additional Costs

Please refer to our website for the current Price List or contact the office.

We operate a Direct Debit scheme which allows you to spread the cost of lessons until the end of Summer term. If a payment is not made lessons will be suspended. If a payment is late lessons will not automatically be resumed.

An annual price review will take place in April each year.

TWM operates a scheme to support families who are in receipt of ***targeted*** free school meals and will provide 1 academic year (30 weeks) of music lessons on the eligible remission rate. Please refer to our website for remission guidance information. *Lessons will be charged at the full amount for applications received without proof of benefit and no refunds will be made. Remission is only applicable for Small Group Lessons.*

Pupils will need tutor books for their lessons. Parents/carers are responsible for purchasing books promptly at the request of the tutor. Other costs such as exam entry (which are not compulsory) will also be charged to the parent/carer.

Absence

Pupil – refunds are not available when a pupil does not turn up for a lesson, or due to illness, if they are away on a school trip or if the school cancels the visit.

Music Tutor – any absences by TWM tutors will be made up either in the same term as the absence occurs or if this is not possible, during the remaining academic year. In the case of long-term tutor absence (three weeks or more) we will do our best to find a replacement but this cannot be guaranteed.

Refunds 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 only.

Cancellation of Lessons

Half a terms notice is required to stop lessons with TWM.
If you wish to cancel lessons notice must given to the TWM office in writing at the postal or email address below. Verbal notification to the tutor or school is not acceptable.