

ARTFORMS MUSIC CENTRES

Terms and Conditions of Music Centre provision 2020-21

1. PROVISION

A guaranteed minimum of 25 lessons per year will be provided – though every effort will be made to provide 27 as scheduled. The number of lessons we are able to deliver may vary due to external circumstances beyond our control – eg unforeseen absence of a teacher, or enforced closure due to adverse weather.

2. PAYMENT OF FEES

Fees will be payable annually, in advance, with an option to spread the annual cost over a maximum nine-month period by Direct Debit. It will, additionally, be possible to make payments by other means and over different periods subject to agreement; details are obtainable on request. Students / parents are responsible for ensuring the Music Centre has an up-to-date contact address.

In view of the current COVID-19 situation, this arrangement may be subject to change – your Music Centre will let you know of any variations.

3. ABSENCE

Students will be expected to attend all instrumental lessons. Where, through illness, a pupil is absent for three or more consecutive lessons a credit will be allowed in respect of fees for lessons missed. There will be no other refunds made except in circumstances where, due to the absence or unavailability of a teacher, the requisite number of lessons cannot be achieved.

4. CANCELLATION

In the event that a parent or student wishes to give notice that provision is not to continue, this must be received by the Music Centre by email, or by letter to ArtForms, Pudsey Civic Hall, Dawson's Corner, Pudsey, LS28 5TA. Payment of fees will be required up to the end of the half-term in which this written notice is received.

5. INSTRUMENT HIRE

Subject to availability, the Music Centre may be able to provide instruments on loan to enrolled students. This service is provided free of charge during the first year of tuition, and at a cost of £16 per term in subsequent years. The provision of an instrument is subject to the following conditions:

- The instrument remains the property of Leeds City Council, and may be recalled at any time.
- You have agreed to take care of this instrument, and to indemnify Leeds City Council against any loss or damage (other than general wear and tear) while the instrument is in your custody and control.
- In your own interest, you are advised to obtain insurance cover for these risks: either through an extension to your household policy or through a specialist musical instrument insurer.
- If the instrument is lost or damaged, please notify the Music Centre immediately. We are often able to carry out minor instrument repairs at minimal or no cost. Do not attempt any repair yourself.

Consumables (such as strings, reeds, valve oil etc) may be available from the Music Centre, or can be bought from local music stores – see the reverse of your Music Centre student card for details of some suppliers who offer discounts for Music Centre students.



6. FINANCIAL SUPPORT

Families in receipt of the following benefits are entitled to financial support from Leeds Music Education Partnership, subject to availability of funding:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- support under Part VI of the Immigration and Asylum Act 1999
- the guaranteed element of Pension Credit
- Child Tax Credit (provided you are not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190)
- Working Tax Credit run-on - paid for 4 weeks after you stop qualifying for Working Tax Credit
- Universal Credit - household income must be less than £7,400 a year (after tax and not including any benefits)

The financial support consists of a maximum 66% discount on course fees, capped at £100 per student.

In exceptional circumstances, discretionary financial support may be available on application to students who do not meet the above criteria. Please refer to the Head of Centre for further information.

7. LOOKED AFTER CHILDREN

All looked-after children (ie children who are in state care of any kind) are entitled to one class free of charge on presentation of their Max Card. This offer also extends to carers and family siblings of looked-after children.

8. COMPLIMENTS AND COMPLAINTS

The majority of compliments and complaints can and should be dealt with quickly and informally at the Music Centre. On the exceptional occasions where this is not possible, a Leeds City Council's formal complaint procedure can be found here: <https://www.leeds.gov.uk/your-council/consultations-and-feedback/let-us-know>

9. PRIVACY NOTICE

The Music Centre collects your personal data on behalf of Leeds City Council in order to process your enrolment and to provide the requested music tuition. For more detailed information on why and how your data is stored and processed, please refer to Leeds City Council's privacy notice: <https://www.leeds.gov.uk/privacy-and-data>

