

Oldham Music Centre – Membership Terms & Conditions

Date and version June 2021 Version 1.1

BINDING AGREEMENT Parents/carers and OMC members are subject to the terms and conditions as detailed below, and as such agree to abide by these.

School-aged students will be supervised whilst they are on Music Centre premises, but no responsibility can be accepted for members travelling to and from the Centre, nor can staff be responsible for a student who leaves the premises for any reason during a rehearsal.

Parents/carers are asked to collect students promptly at the end of rehearsal and we recommend that all students remain in the building until they are collected. If parents/carers, ask children to wait in other places outside the building the Music Centre cannot accept responsibility for their safety.

PROVISION A minimum of 33 sessions per academic year including concerts is planned. In most cases, Music Centre members will receive more than this. However, there will be no further fees for these additional sessions. There may be occasions when we must cancel sessions due to external circumstances beyond our control, e.g., national/local public health guidance/laws, unforeseen absence of a teacher, enforced closure due to adverse weather. If the number of planned sessions cannot be delivered during an academic year an adjustment will be made to the following term's fees.

PAYMENT OF FEES By registering online, you are agreeing to this contract with Oldham Council Music Service and agree to the payment of tuition fees. Invoices will be sent termly, and by email, usually within the first 3 weeks of attendance in each term. Parents/carers/adult members are responsible for ensuring the Music Centre has an up-to-date contact details (home address, **email address** and telephone number). Payment must be received within 30 days of the date of the invoice. Failure to pay may result in you or your child's exclusion from the session until the invoice has been paid in full. Please be aware that an additional charge of £25 will be applied if an invoice is not paid. Payment of tuition fees is online via the Oldham Council webpage, [Click here](#). In addition, instructions on how to pay are printed on the invoice.

ABSENCE Music Centre members will be expected to attend all rehearsals as well as concerts. Parents/carers/adult members should contact the office by telephone on 0161 770 5660 or [email](#) to inform if they or their child are going to be absent. Reductions in fees due to absence will only be made in exceptional circumstances.

CANCELLATION POLICY This agreement can only be cancelled in writing either by post or [email](#), giving at least 2 weeks' notice before the end of a term. It is assumed you/your child is continuing in the new academic term/year unless you have cancelled in writing. The full term must be paid even if a Music Centre member withdraws part way through the term, **Refunds** will not be given, except in exceptional circumstances.

Many musicians... one harmony

Oldham Music Service and Music Centre, Lyceum Buildings, Union Street, Oldham, OL1 1QG

T: 0161 770 5660; F: 0161 770 5670; E: musicservice@oldham.gov.uk

The Service reserves the right to cancel any lessons at any time where overall participating pupil numbers fall below prevailing service minimum requirements and a pro-rata refund would be applied in this instance.

NEW MEMBERS The first three weeks of tuition is a grace period (one week for adults and pre-school members). If the parent/carer wishes to cancel before the third week of tuition no fees will be payable. Cancellation must be in writing, via letter to the address at the bottom of this document or by [email](#)

INSTRUMENT LOAN

- In cases where Music Centre members do not currently have an instrument of their own or one on loan as part of their package of lessons in school, an instrument hire scheme is available for Music Centre members. Please contact the Music Centre for further details
- The instrument remains the property of Oldham Music Centre and may be recalled at any time.
- You have agreed to take care of this instrument, and to indemnify Oldham Music Centre 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) are available for purchased from the Music Centre or can be bought from local music stores – see the Music Centre [website](#) for details.

COMPLAINTS

Any complaints can usually and should be dealt with quickly and informally at the Music Centre by the member of staff on hand, or by your child's teacher. On the exceptional occasions where this is not possible, please e-mail the Music Service for the attention of the Director of Music. We will endeavour to acknowledge your complaint within two working days and provide a full response within 10 working days.

DATA PROTECTION The Music Centre collects your personal data to process the enrolment of your child to enable us to provide the music tuition. All personal data will be held in accordance with Data Protection Legislation and Oldham Council policies. Click [here](#) for full details

OUR RIGHT TO VARY THESE TERMS We may revise these terms from time to time to reflect the way the Music Centre operates, to reflect changes in law or for any other valid reason. If we have to revise these terms, we will contact you to tell you of the changes and, let you know how to cancel the contract if you are not happy with the changes to the terms before the changes take effect.

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