

Coventry Music Terms and Conditions of Service *(Last updated August 2022)*

Coventry Music - RESPONSIBILITIES

Coventry Music will seek to ensure that:

- ❖ Tutors provided are of appropriate experience, qualification, and skill to deliver the services
- ❖ Tutors have all been DBS checked and, in line with Coventry Music policy, will be required to complete a self-declaration form on an annual basis. Tutors must wear an ID badge which will contain their DBS number.
- ❖ Tutors carry public liability and professional indemnity insurance up to the minimum value of £5m in respect of the provision the Services.

Coventry Music Safeguarding and Data Protection policies are in place and followed by all tutors, in line with the school's Health and Safety, Behaviour and Safeguarding guidance and policies, and the provisions in the GDPR.

Coventry Music cannot take responsibility for undelivered lessons when a tutor is available or has already arrived at a designated setting. This will apply in the following circumstances:

- ❖ In the event that the session/lesson is cancelled by the school/service user without adequate notice
- ❖ A pupil does not attend their lesson/s regardless of reason
- ❖ A tutor is notified of a school trip, visit or event that stops pupils attending with less than 7 days' notice

Schools will liaise directly with the tutor to ensure delivery of the 33 sessions and provide enough opportunity to enable delivery of all 33 sessions. If the 33 sessions cannot be carried out in the year, due to a tutor absence, then these weeks will be refunded.

Provision set up from October onwards may be for less than 33 sessions and an agreed number will be allocated per pupil. In the case of lessons not taking place due to tutor absence in this instance all lessons will be refunded except for 1 lesson to cover in year admin costs.

TERMINATION

- ❖ Coventry Music can terminate this Agreement without notice if the parent/carer does not pay for the tuition on time (a month in advance)
- ❖ Parent/carers can terminate this Agreement without notice if Coventry Music is in breach of any of its terms and after reasonable notice it has failed to remedy the breach or if the breach is incapable of remedy
- ❖ Parent/carers can terminate parts of the agreement with 4 week's notice.
- ❖ Please contact music@coventry.gov.uk if you wish to cancel.

FINANCE

For paid lessons, instrument hire or other paid activity - paid directly to Coventry Music.

- ❖ Coventry Music will issue invoices monthly over 12 months by direct debit if signed up before the Autumn term. If you sign up after September, monthly direct debit amounts will be adjusted accordingly.
- ❖ In the event of any difficulties with finance or payment of invoices; Coventry Music Lead / Business Support staff will be happy to liaise with parent/carers at the earliest opportunity.
- ❖ If payment is not made, the tutor will not be able to deliver the lesson and will suspend or withdraw their services.
- ❖ Debt recovery for Coventry Music will be managed through Coventry City Council Corporate Income Department
- ❖ The parent/carer will agree to pay the annual amounts listed below - for lessons paid directly to Coventry Music:
- ❖ Lessons are not terminated and notice is not accepted by cancelling a direct debit – the payee will still be liable for all ongoing charges and this will not count as the start of a 4 week notice period.
- ❖ Parent/carers can terminate parts of the agreement with 4 week's notice.
- ❖ Please contact music@coventry.gov.uk if you wish to cancel.

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Lesson Type	Cost (per month over 12 months)
Individual 30 min lesson (33 weeks)	£45 (annual cost £540)
Individual 20 min lesson (33 weeks)	£31 (annual cost £372)
Individual 30 min lesson fortnightly (17 weeks)	£25.50 (annual cost £306)
Shared Lesson (20 minutes 2 pupils) (30 minutes 3 pupils)	£16.50 (annual cost £198)

INSTRUMENT HIRE/LOAN

- ❖ Parent/carers are responsible for any damage caused to the Coventry Music instrument which has been hired/loaned to them for their child, whilst under their care and any damage will be charged accordingly.
- ❖ Any wear and tear of the instrument needs to be reported to Coventry Music immediately.
- ❖ **Parent/carers will need to arrange for the instrument to be insured under their house contents insurance.**

VIEWS, SUGGESTIONS AND COMPLAINTS

Coventry Music welcomes the views and suggestions of Schools, service users and Stakeholders regarding the provision of its Services and encourages Schools to communicate any comments or suggestions either via their tutor or directly to Coventry Music Service.

Comments can be directed to;

- ❖ Coventry Music Lead - Coventry Music
- ❖ Business Support Team – Coventry Music please contact: 02476 788575, email: music@coventry.gov.uk
- ❖ Feedback forms will also be available from the Coventry Music website: www.coventrymusicclub.co.uk

Any complaints regarding delivery should be made to the school's Link Learning and Development Lead in the first instance, followed by the Music Lead.

The complaint will be investigated promptly and where a need for service improvement is revealed, full details will be provided of the action taken.

Any service user dissatisfied with the response to a complaint can raise this to the Head of Education Improvement and Standards.

For any further queries regarding any aspect of this Service Level Agreement please contact Coventry Music:

Telephone: 02476 788575

Email: music@coventry.gov.uk

Website: www.coventrymusicclub.co.uk

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