

Information to keep for your reference

Service

Kingston Music and Arts Service is committed to delivering the highest quality of service for all of its pupils and service users. We welcome any comments and suggestions you may have at any time.

Orchestras, Bands and Ensembles

We have a range of orchestras, bands and ensembles available for young musicians who want to experience playing music in a group and performing. We cater for various levels of experience.

Bursaries

Limited bursaries are available for parents who are on income support, jobseekers' allowance or if the child is eligible for free school meals. You must be able to provide evidence of your financial status.

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.

Practice Notebook

Each student will be issued with a practice notebook in which homework tasks and pupil progress will be recorded. Parents may also communicate with the tutor via this book.

Parents will be requested to agree to our terms and conditions, a copy of which appears in the practice notebook.

If the practice notebook is lost, this can be replaced by paying a nominal charge. In addition, an annual report will be sent to parents.

Exams

KMAS offers the opportunity at the end of each term to take exams with the Associated Board of the Royal Schools of Music. Tutors will prepare and enter pupils for graded exams.

For more information

Write to: Kingston Music and Arts Service, 37 Fullers Way North, Surbiton KT6 7LQ

Email: musicandarts@rbk.kingston.gov.uk

Phone: 020 8391 9248

Fax: 020 8391 5185

Visit: www.kingston.gov.uk/musicandarts

Terms and Conditions

For Instrumental and Vocal Tuition

i Please read the terms and conditions below before completing and sending off your application form.

i **Keep these terms and conditions for your reference. Do not send this leaflet with your application form.**

1. Tuition is provided on an individual or shared basis. Small group tuition may be offered in infant schools. There are ten lessons per term, totalling 30 lessons per academic year. Shared tuition is subject to students of the same standard applying and also the agreement of the school. You will be offered individual tuition if there are no pupils to share or form a group with and a new charge rate may apply.
2. Once lessons have been reserved it is expected that pupils will attend all sessions.
3. **For school tuition** the Parent/Guardian is responsible each term for making contact with the school office the week before tuition starts to find out the lesson day and time.
4. Refunds will not be given nor lessons made up in the event of pupil absence due to sickness, school trips, exams and dental/medical appointments.
5. If a lesson is cancelled by the tutor then this will be made up at a later date. A credit note will be issued by KMAS if the tutor is unable to make up the lesson. When a tutor is sick KMAS will endeavour to cover the lesson with another tutor or a credit will be issued.
6. Following the end of a term, you will automatically be sent an invoice for the next term's tuition and will be required to pay it before lessons commence. Lessons will continue to be renewed automatically each term unless you choose to discontinue tuition by sending us a written cancellation notice. Failure to pay the full amount by the deadline may result in services being withdrawn.
7. Lessons can only be discontinued at the end of a term and with **at least half a term's notice** (usually no later than 5 weeks before the end of term). If notice is not given, you are liable to pay the half term's cancellation fee. To cancel tuition, please send a written cancellation notification directly to Kingston Music and Arts Service (**not to your school or tutor**) either as a letter or by email to musicandarts@rbk.kingston.gov.uk.
8. Parents are expected to provide instruments, accessories and music. KMAS does not accept liability for loss or damage to any personal possessions or personal injury, however caused.
9. KMAS reserves the right to change tutors and lesson times, (if required), and will keep you informed of such changes.