

Terms of Tuition

Once payment for lessons has been received KMS will provide ten lessons per term. Tuition can be provided on an individual or group basis. Group tuition is subject to students of the same standard applying and also by the agreement of the school. You may be offered individual tuition if there are no pupils to form a group with and a new charge rate will apply.

We carefully timetable lessons around school schedules. In primary schools we aim to give priority lesson slots to students in Year 6 only. All secondary school lessons are rotated on a weekly basis. Once lessons have been timetabled and confirmed it is expected that pupils will attend all lessons. Once the lesson time has been agreed by parent and school, we cannot make any changes.

For school tuition the Parent/Guardian is responsible at the beginning of each term for making contact with the school office to find out their child's lesson day and time.

For centre tuition you will be sent confirmation of the dates and times of your lessons at the start of the academic year only. If these details change during the year we will confirm this in writing.

Invoices for tuition will automatically be sent to you in the previous term and you will be required to pay before lessons commence within the 14 day payment period. Lessons will continue to be renewed automatically each term unless you choose to discontinue tuition by sending us a written notice of cancellation at the required time detailed below.

Credits and Refunds

If a tutor is absent for a lesson or the music centre is closed then this lesson will be made up at a later date. A credit note or refund will be issued by KMS if the tutor is unable to make up the lesson.

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.

Parents are responsible for notifying KMS if their child is unable to make a lesson due to a school closure e.g. INSET day. KMS will endeavour to make these lessons up if given at least one weeks' notice.

Stopping Lessons

To cancel tuition, please send a written cancellation notification directly to Kingston Music Service (not to your school or tutor) either as a letter or by email to musicservice@kingston.gov.uk.

Written notification must be received by the Friday preceding half term for lessons to be discontinued from the end of that term. If written notice is not given by this time, you are liable to pay the next term's fees.

Instrumental Hire

The Music Service has a range of instruments for hire. The cost for hiring an instrument is £32 per term for Band 1 instruments and £48.50 per term for Band 2 instruments (as defined on the RBK website www.kingston.gov.uk) A terms fee is required as a deposit and will be refunded on return of the instrument. Parents/guardians will need to collect the instrument from the KMS office.

Parents are liable to insure the instrument that they have hired and must return the instrument when their child stops lessons, or stops playing in an ensemble. All instruments must be maintained by the hirer and must be returned in the same condition that they were received.

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.

We reserve the right to alter tutors but will endeavor to tell you if this is necessary. If we are unable to find a replacement tutor then we will refund or credit the relevant fee as appropriate. All tuition depends on the availability of tutors.

How to pay

All fees must be paid in advance, within 14 days of the date indicated on your invoice.

Payment can be made:

By post to: Kingston Music Service, The Hook Centre, Hook Road, Chessington, KT9 1EJ.
Cheques should be made payable to "Royal Borough of Kingston upon Thames" or "RBK".

Online: Payment can be made by credit/debit card using the RBK Pay System* www.kingston.gov.uk/music and select "About Kingston Music Service" and then "Pay Kingston Music Service". **please note that you will need your invoice number in order to be able to pay fees online.*

If you are finding it difficult to pay the fees please contact our office on 020 8547 5050 as we may be able to help you by arranging payment in instalments.

Other important information

Parents are expected to provide instruments, accessories and music. KMS does not accept liability for loss or damage to any personal possessions or personal injury, however caused.