

Coventry Music Terms and Conditions of Service *(Last updated September 2025)*

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 of 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, Behavior 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 weeks' 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 parents/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:

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- ❖ Lessons are not terminated, and notice is not accepted by cancelling a direct debit – the payer 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 weeks' notice.
 - ❖ Please contact music@coventry.gov.uk if you wish to cancel.