



Unit 13
St Luke's Business Centre
85 Tarling Road
Canning Town
E16 1HN

Welcome Pack

Lessons will be at your child's school

Welcome to Newham Music, we hope you are excited to start your lessons!

In this welcome pack you will find:

- **Registration form** – Please fill this in with all your details and return it to us.
- **Terms and Conditions** – Keep for your information.
- **Frequently Asked Questions** – Keep for your information.
- **Term Dates** – Keep for your information and check new ones every term.

PUPIL REGISTRATION FORM

If you need help completing this form please contact our office on 02035986260

Please write clearly using **BLOCK CAPITAL LETTERS** and Black or Blue pen.

Our school will be offering **piano lessons** this year

The teaching will begin week commencing 17th September.

Please return this form and if applicable any other form(s) completed with correct fee to **Newham Music ASAP**. Please note there are limited places available, therefore it will be on first-come-first-serve basis.

Details of Child:

First Name.....Surname.....

Date of Birth:...../...../..... Sex: Male / Female

Address.....

.....Post Code.....

School Name.....School Year.....

Does the child play any other instrument(s) with the Newham Music or Privately? If so, please specify below:

.....

Details of Parent/Carer: Title: Mr / Miss / Mrs / Ms / Dr / Other.....

First Name..... Surname.....

Home Tel No:.....Work No:.....

Mobile:.....Account No:.....

(Only if you already have an account with us)

E-Mail Address.....

Ethnic Origin (Optional) Please Tick:

Bangladeshi..... Black Caribbean..... Mixed.....

Black African..... White European..... Chinese.....

Black British..... Asian British..... Indian.....

White British.... White Irish..... Pakistani.....

Others..... Sri Lankan.....

Please specify.....

Tuition Fees - Full Term—10 weeks

Instrumental Lessons

- ****This rate is for Parents who receive Jobseekers Allowance/Income support and are residents in Newham.**
- If this is applicable to you then please enclose a photocopy of your current allowance book or letter of confirmation that you receive the benefit or bank statement with this form.

Please circle lesson required

30 MINUTES GROUP LESSON	£65.00	**£32.50
30 Minute Individual Lesson	£174.00	**£87
Hire of Instrument (if hiring from NM)	£21.00	

TOTAL

The easiest way to register is online, via <https://live186.paritor.com/p/1747>

Fees are payable as your child registers any subsequent terms you will be invoiced for until you advise us you wish your child to stop the lessons.

Cheques and P/Os should be crossed and made payable to: NEWHAM MUSIC TRUST.

If you wish to pay by Credit Card or Debit Card;, please phone 02035986260 or visit our website.

WE DO NOT ACCEPT AMERICAN EXPRESS.

If a receipt is required please enclose a stamped addressed envelope.

WE DO NOT ACCEPT CASH.

£ _____

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Parental Media Consent Confirmation

I give consent for my child to be filmed, photographed and recorded for teaching and learning purposes and non-profit promotional purposes such as Newham Music Trust's print material, their website and for demonstrating our work to current and potential funders and that copyright in the image and/or recordings will be retained by Newham Music Trust. I acknowledge that the image and/or recording may also be used in, and distributed by, media pertaining to Newham Music Trust other than a printed publication, such as, but not limited to, CDROM or the World Wide Web.

I consent.

I do not consent.

I confirm that I have read and agree the terms and conditions.

SIGNATURE OF PARENT/CARER:

.....DATE:...../...../.....

PLEASE RETURN PAGES 2 -6 TO

NEWHAM MUSIC WITH THE CORRECT FEE

Unit 13
St Luke's Business Centre
85 Tarling Road
Canning Town
E16 1HN

General Terms and Conditions

1. Where students are under the age of 18 years, contacts for tuition and other services will be with the parent(s), guardian or carer of the student.
2. Termly fees entitle students to a weekly instrumental lesson and opportunity to join ensemble and other activities on acquiring the necessary level of proficiency.
3. Invoices will be issued 14 days before expected payment date. Settlement of fees must be made in accordance with the Trust's normal Terms for payment, which are **7 DAYS AFTER DATE OF INVOICE. NON-PAYMENT WILL RESULT IN WITHDRAWAL OF LESSONS.**
4. Whilst prior warning will be given wherever possible, the Trust reserves the right to stop lessons if payment is not made by the **3rd lesson**, and withdraw instruments at its discretion. Late payment will attract a **Penalty Fee of £10** plus a reinstatement fee the charge for which will be advised on request. **ALL FEES ARE NON-REFUNDABLE.** Current subscription rates are available from the office.
5. Payment can be made by the following methods:
 - Cheque or Postal Orders payable to Newham Music Trust. We do not accept cash.
 - Credit Cards; there is no charge when paying by Credit Card or Debit Cards. We accept payment by Cards over the phone or through our website. We cannot accept American Express or Premium Credit cards.
 - You can also set up a standing order through your bank, please request a form (this is not under our control, we cannot amend payments). You may also set this up yourself please quote your account number with us on all payments. We do not take payment by Direct Debits.
 - You can also pay on our website at www.newham-music.org.uk by clicking on learn with us –pay your fees now.
6. Should lessons be terminated for whatever reason, instruments must be returned immediately to Newham Music. If lessons are discontinued and instruments not returned within 14 days of giving up, charges will be payable at the current rate for fees, hire and insurance for a full term in respect of every term or part thereof.
7. If tuition is missed consecutively for three weeks or more without reasonable notice, the Trust reserves the right to withdraw lessons.
8. A minimum of **SIX WEEKS NOTICE IN WRITING** should be given to the Newham Music office Unit 13 St Lukes Business Centre, 85 Tarling Rd, Canning Town E16 1HN to terminate tuition or email info@newham-music.org.uk.
9. The Trust reserves the right to increase the termly subscription fee if a group becomes no longer cost effective e.g. a member(s) of the group leaves.
10. Concessionary rates are available on exhibiting current evidence of receipt of Income Support or Jobseekers Allowance only. Evidence must be exhibited every term otherwise fees will charge at the full rate.
11. During prolonged holidays/absences, a place will only be kept open if termly fees are paid. The Trust guarantees 30 lessons per year but is not obliged to make up lessons lost through student absence, school trips, school closures, bank and special holidays.

12. Parents are not allowed to film or photograph students in lessons or groups/ensembles without permission from Newham Music. If you are caught filming or taking photos of other students, you will be asked to delete the material and may be asked to leave. At Newham Music, we take safeguarding seriously and ask that all parents adhere to this.

FAQs

I've registered and paid the first term's fees. How will I know when to pay next?

So long as we have your correct contact details, we will invoice you before the start of every new term.

How will you contact me?

Please ensure we have your correct address for invoicing and **mobile number** and **email address** to inform you of any changes to your lessons. We use a texting system to inform you of cancellation of lessons. ***If we do not have your mobile telephone number, we cannot inform you of cancelled lessons.*** We will not use your details for any spam. You can choose not to subscribe to our newsletter.

How many lessons do I get?

There are 10 lessons per term. ***Ensure you read and take note of our term dates for dates of holidays, half terms and other dates.***

What if I miss a lesson?

If we cancel your lesson due to tutor illness or any other reason, we will refund the lesson. We cannot make up any lessons which are not attended by the student for illness or any other reason.

What if I want to change the time of my lessons?

We cannot guarantee that we can do this. Let us know as soon as you know what you need to change and we will do our best to keep this in mind for future timetabling.

What if I or a friend want to start new lessons, but there are none available?

Our lessons are in very high demand, so there is often a waiting list for them. We will put your details on our waiting list and contact you when an appropriate lesson becomes available.

What age do you teach?

We teach instrumental lessons from 7 years old. Some instruments are unsuitable for younger children. First Steps classes are for 3-5 year olds and recorder classes are available for 5-7s.

What if I want to cancel my lessons?

You must give ***six weeks' notice in writing*** of your cancellation. Failure to do so will result in your having to pay half a term's fees. Please give a reason to help us monitor our lessons. All instruments must be returned as soon as lessons finish.

Do you provide instruments? You can hire an instrument from us at a cost of £20 per term, or £30 per term if you are not having lessons with us. We cannot provide all instruments, it depends on the stock levels at the time. We do not hire guitars, keyboards, piano, recorders or

drum kits or sticks at any time. We do not sell instruments. Have a look at the Take It Away scheme for a manageable way to buy your own instrument. www.takeitaway.com

What if the instrument gets damaged/lost/stolen?

If the instrument is damaged or lost, we expect you to pay a £25 fee for any damage excessive of insurance, as detailed on the loan form.

If the instrument is stolen, you must report it to the police and get a Police Crime Number immediately.

What else will I need to buy?

You will need to purchase your own music books; the tutor will tell you which one to buy.

You will need to buy your own rosin, strings, valve oil, reeds and anything else; your tutor can advise you.

You cannot buy these from us, it is often best to purchase these online.

What if I have a complaint or concern?

Please tell us straight away – if we don't know, we can't help. Speak to the staff member on reception or email or call us. All complaints about our tutors, staff or other students will be handled discreetly and transparently. We want your experience to be the best possible, so please put your faith in us that problems will be resolved as best as possible.

What are music exams and when do I take them?

Music exams are a great way to monitor your own progress as well as telling others what level you are at. Music exams provide UCAS points and boost a CV, most orchestras ask for a certain level. We use the ABRSM exam board, but can also enter you for Trinity and Rock School exams. You can be entered through us once your tutor thinks you are at the right level, a fee does apply. There is no necessity to take exams, it is best to discuss with your tutor.

You will need to provide the original parts and piano parts for the accompanist for all exams.

Do I need to practice?

YES! If you just attend your music lessons and do not practice, you will not progress! Every lesson your tutor will give you something to practice at home. Try setting aside just 20minutes every day; if you find it difficult, ask your tutor for advice and pick up one of our FREE practice books, to help you plan your practice.

How do I know I am safe?

All our staff and tutors are DBS checked and experienced at working with children and young people. The building at NewVIC is staffed with security the whole time you are here. You can express any concerns to a member of staff in confidence.

Please see our Care Contract for details of how we expect you to behave in order to keep everyone safe, and our responsibilities to you.

Are there any other activities I can join?

Once you are at the right level you may be able to join an ensemble. Most of these take place at our Saturday Morning Music School. Once a member of one of these you will be able to advance your playing, have access to special projects and the opportunity to perform in our concerts. A very small termly fee applies.

[We are committed to safeguarding and promoting the welfare of children and we expect everyone at NM to share this commitment.](#)

Autumn 2018

Monday 17th September 2018 to Saturday 22nd September 2018	Week 1
Monday 24th September 2018 to Saturday 29th September 2018	Week 2
Monday 1st October 2018 to Saturday 6th October 2018	Week 3
Monday 8th October 2018 to Saturday 13th October 2018	Week 4
Monday 15th October 2018 to Saturday 20th October 2018	Week 5
Monday 22nd October 2018 to Saturday 27th October 2018	Half term
Monday 29th October 2018 to Saturday 3rd November 2018	Week 6
Monday 5th November 2018 to Saturday 10th November 2018	Week 7
Monday 12th November 2018 to Saturday 17th November 2018	Week 8
Monday 19th November 2018 to Saturday 24th November 2018	Week 9
Monday 26th November 2018 to Saturday 1st December 2018	Week 10

Spring 2019

Monday 14th January 2019 to Saturday 19th January 2019	Week 1
Monday 21st January 2019 to Saturday 26th January 2019	Week 2
Monday 28th January 2019 to Saturday 2nd February 2019	Week 3
Monday 4th February 2019 to Saturday 9th February 2019	Week 4
Monday 11th February 2019 to Saturday 16th February 2019	Week 5
Monday 18th February 2019 to Saturday 23rd February 2019	Half term
Monday 25th February 2019 to Saturday 2nd March 2019	Week 6
Monday 4th March 2019 to Saturday 9th March 2019	Week 7
Monday 11th March 2019 to Saturday 16th March 2019	Week 8
Monday 18th March 2019 to Saturday 23rd March 2019	Week 9
Monday 25th March 2019 to Saturday 30th March 2019	Week 10

Summer 2019

Saturday 27th April	1st Saturday School 2019
Monday 29th April 2019 to Friday 3rd May	Week 1
Monday 6th May Bank holiday closed make up on the 15th July	
Tuesday 7th May 2019 to Saturday 11th May 2019	Week 2
Monday 13th May 2019 to Saturday 18th May 2019	Week 3
Monday 20th May 2019 to Saturday 25th May 2019	Week 4
Monday 27th May 2019 to Saturday 31st May	Half term
Monday 3rd June 2019 to Saturday 8th June 2019	Week 5
Monday 10th June 2019 to Saturday 15th June 2019	Week 6
Monday 17th June 2019 to Saturday 22nd June 2019	Week 7
Monday 24th June 2019 to Saturday 29th June 2019	Week 8
Monday 1st July 2019 to Saturday 6th July 2019	Week 9
Monday 8th July 2019 to Saturday 13th July 2019	Week 10
Monday 15th July (makeup for 5th May)	