

Edsential Musical Routes – Terms and Conditions for Parent-paid Direct Tuition

January 2025

1. Music Service activities, including ensemble, tuition and instrument hire are administered and charged for using an online Music Portal. You can login and create an account by following this link: <https://edsential.paritor.com>. Through the Music Portal, you can keep your personal details up to date, view the activities that you have subscribed for, apply for new activities, withdraw from activities and pay any outstanding fees.
2. Personal information provided by Parents/Carers will be held in accordance with the data protection act for the purposes of administering music centre activities and safely leading rehearsals and concerts. Details of how your personal data will be kept safe and your rights is contained on the Edsential website. For more information, please go to [Company-Wide-Data-Privacy-Statement-1.4.24.pdf \(edsential.com\)](#)
3. Correspondence, including changes to the schedule, will be by email or text message.
4. All activities are charged for in advance. Billing for tuition, ensembles and instrument hire is shown to you as an annual invoice. The annual invoice(s) will be divided into equal monthly payments charged to your debit or credit card (10 payments per academic year). Alternatively, you can choose to pay in full for the year ahead.
5. Any changes to the cost of tuition, instrument hire or music centre activities will be notified in advance.
6. If you wish to cancel tuition/ensemble membership, we require six weeks' notice by withdrawing on the music portal <https://edsential.paritor.com>
7. If your requested activity is not available immediately, you will join a waiting list.
8. If you have requested a remission, we may ask the pupil's school to validate this request. Schools may fund the remission according to their own remissions policy.
9. Lessons will be rotated within the tutor's schedule so that pupils should not miss the same lesson /break time each week. This may not be possible where the tutor has a small number of pupils or where a pupil starts lessons after the timetable has been planned. Lesson times will be posted on the school noticeboard and emailed to parents/carers.
10. A lesson will be delivered, even where the pupil does not have an instrument. Most tutors will have a spare instrument or will be able to deliver appropriate activities.
11. A group lesson will usually be for 30 minutes with 3 or more students. If there are fewer than 3 students, we allow 10 minutes per student. Customers may be invited to transfer to an individual lesson.
12. Edsential only uses suitably qualified and experienced tutors who are subject to quality assurance visits and who have DBS checks.
13. The hire/loan of a musical instrument from Edsential is subject to the following conditions:
 - i. A charge will be made for the hire of the instrument. Any changes to the charge will be notified in advance.
 - ii. Adequate insurance cover should be taken out by the hirer. The instrument should be added to your home contents insurance and a check made that this

- will cover instruments at home, rehearsals/lessons and while being transported (for example; on school buses or public transport).
- iii. Every effort should be made to take care of the instrument and to maintain it as indicated by your child's teacher
 - iv. Responsibility for the safe keeping of the instrument rests with the parents/carers/guardians.
 - v. Edsential will endeavour to repair or replace damaged instruments. Please contact us straight away if the instrument needs repair.
 - vi. Damage caused by wilful damage or lack of care will be charged for. Lost or stolen instruments will be charged for at replacement cost.
 - vii. Instrument hires/loans are subject to instrument availability

14. Instrument hire will be charged until the instrument is returned. We can arrange collection, by prior agreement, from a school / music centre. To do this, please email music@edsential.co.uk. Alternatively, you can arrange to return the instrument to our instrument store at Unit 6, Ellesmere Port – CH66 1ST Should you wish to return the instrument please contact us on 0151 541 2170 or email music@edsential.co.uk