

This agreement outlines the terms and conditions under which One Education Music (OEM) provides music services funded by parents or carers.

By requesting music services from One Education Music, you agree to these terms and conditions, along with our:

- [Privacy Policy](#)
- [Data Protection Policy](#)

One Education reserves the right to amend these terms and conditions at any time without notice. If you have questions or require clarification, please contact us at [music@oneeducation.co.uk](mailto:music@oneeducation.co.uk).

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## Interpretation

- “We”, “us”, “our”: refers to **One Education Music (OEM)**
  - “You”, “your”: refers to the **parent, carer or pupil**
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## 1. Service Agreement

1.1. This agreement remains valid for the full academic year unless varied with the required notice. By accepting these terms, you commit to enrolling your child for the entire academic year.

1.2. To end this agreement, written notice must be provided **no later than two weeks before the end of the current term**, in accordance with the dates below for the 2025–26 academic year:

- **To discontinue lessons from January 2026 (Spring Term):** notice must be received by **Saturday, 6th December 2025**.
- **To discontinue lessons from April 2026 (Summer Term):** notice must be received by **Thursday, 19th March 2026**.

Notice must be submitted via email to [music@oneeducation.co.uk](mailto:music@oneeducation.co.uk) or by post to:  
*One Education Music, Floor 5, Alexandra House, Hulme, Manchester, M15 5GX.*

Notice will be acknowledged within 7 working days.

**Verbal notice (e.g. to the school or tutor) is not accepted.**

Failure to provide timely notice will result in charges for the following term.

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1.3. Early termination may be granted in exceptional circumstances, at the discretion of the Head of Service. Requests must be submitted in writing and will be reviewed within 14 days.

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## 2. Service Delivery

2.1. One Education Music provides vocal and instrumental tuition in schools and One Education Music Centres. Details of available instruments and services are available during the sign-up process or by contacting us directly.

### 2.2. Delivery of Lessons

Lessons are delivered by a One Education Music Instructor during **term time**, with one session provided per week for the duration of the agreement.

The number of teaching weeks for the academic year is set out in advance (see **Appendix A** for the 2025–26 term dates), and termly invoices are generated accordingly.

Where a school operates different term dates, our Music Instructors can only provide lessons when school and OEM term dates align.

We ask schools to notify us in advance of any alternative term dates, closures, or events (e.g., trips or enrichment days) that may affect tuition.

**If we are informed after the term has begun, those sessions will remain chargeable.**

Lesson availability depends on demand and instructor availability. A consistent tutor is preferred, but OEM may assign an alternate tutor without notice if necessary.

2.3. Lessons are offered in the following formats:

- 10, 20, 30, or 40-minute individual lessons (40-minutes booked as two 20-min slots)
- 20-minute shared lessons (2 pupils)
- 30-minute group lessons (3 pupils)
- Larger ensemble/group sessions (3+ pupils)

Group composition may change based on age, instrument, and musical progress.

### 2.4. Instrumental Tuition and Lesson Duration

Students will receive instrumental or vocal tuition in their selected instrument for the lesson duration chosen at enrolment. Changes to the instrument or lesson length **cannot be made midterm**.

If you wish to change your child's instrument or reduce their lesson time, the standard notice period outlined in **Section 1.2** will apply.

Requests to **increase** lesson duration during a term may be considered, subject to tutor availability. To enquire, please contact [music@oneeducation.co.uk](mailto:music@oneeducation.co.uk).

2.5. If a shared lesson reduces to one pupil (e.g., due to peer progression), we may offer a shorter individual lesson or an alternative group lesson. Parents will be informed and may opt to upgrade to an individual session.

2.6. Shared lessons may not be available for all instruments (e.g., drum kit).

2.7. Group sizes may be limited due to demand. Places are offered in line with current enrolments and availability. Where space is not available, we may signpost you to other provision.

2.8. If the number of **scheduled** sessions differs from the amount invoiced, your account will be credited or debited accordingly, usually in the following term. Refunds during term time are only issued in exceptional circumstances.

2.9. At the end of the academic year (or upon termination), any credit on your account will be refunded.

2.10. Missed lessons due to pupil absence (e.g., illness, school trips, exams) are non-refundable. High school students are responsible for knowing their lesson schedule and location.

2.11. If your child no longer wishes to continue with their music lessons, written notice must be provided in accordance with **Section 1.2** of these terms and conditions.

If you have concerns about the quality of teaching, please contact us by emailing **music@oneeducation.co.uk** with full details. Your concerns will be reviewed by a member of our Senior Leadership Team, who will aim to respond within **7 working days** with their findings and any recommended next steps.

If, after implementing the recommended actions, the issue remains unresolved, you may escalate the matter by submitting a formal complaint to the **Head of Music** (contact details available upon request).

**Please do not withdraw your child from lessons without first consulting One Education Music**, as this may result in continued charges and the potential pursuit of unpaid fees.

2.12. If a session is missed due to an absence by a One Education Music instructor, we will make every effort to reschedule it. If rescheduling is not possible, a credit will be applied to your next invoice—or refunded if the missed session occurs during the Summer term.

2.13. Rescheduled lessons may occur in a different term but within the same academic year.

2.14. OEM will provide cover where possible for long-term staff absences, though this cannot be guaranteed.

2.15. Lessons missed due to events beyond OEM's control (e.g., extreme weather, pandemics or industrial action) are not refundable.

2.16. Lessons are typically delivered during the school day, which may mean pupils are withdrawn from class.

2.17. Tutors are not responsible for escorting pupils. In Music Centres, standard collection and drop-off procedures apply, please refer to the [Safer Music Centres guidance](#).

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### 3. Charges and Payment

3.1. Session fees are published on our [website](#) and subject to annual review.

3.2. Invoices are issued **termly in advance**, and may occasionally be sent **before the current term ends**. If lessons are cancelled after an invoice has been issued, it may not be possible to amend that invoice. In such cases, any overpayment will be credited to your account and automatically deducted from your next invoice.

**Payment in full—or a partial payment—must be received before the start of the term.**

For students starting midterm, payment is required before lessons can commence.

#### 3.3. Partial Payment Option

If your termly invoice exceeds £100, you have the option to spread the cost of your child's music lessons through monthly instalments. Payments are to be made on the **1st of each month**, with the **full balance due by the final month of the term**.

Please note that failure to adhere to the agreed payment schedule may result in the partial payment option being withdrawn, and the **full outstanding balance becoming immediately payable**.

3.4. Failure to make payments on time will result in your child's tuition being suspended until all outstanding balances are cleared. Please note: if payment is not received before the start of the term, no adjustments will be made to reflect any missed lessons due to non-payment.

3.5. Pupils eligible for Free School Meals or Pupil Premium may receive a subsidised rate, subject to school confirmation. We will contact you once the subsidy is verified and issue a revised invoice.

3.6. Midterm enrolments will be charged on a pro-rata basis. Lessons may begin before invoicing, but non-payment may result in withdrawal.

3.7. Trial lessons are not offered. All scheduled lessons are chargeable.

3.8. Charges will be reviewed annually. One Education Music reserves the right to make changes to charges for our services, and will notify parents of any changes as required.

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## 4. Music Centre Membership and Fees

4.1. Membership to the Music Centre is required to access lessons, ensembles, and other services offered. Bursaries may be available subject to eligibility. Please contact the Music Service for more details.

4.2. The membership fee is incorporated into the overall cost of instrumental or vocal tuition and is not charged separately.

4.3. The membership fee is payable **termly**, in advance, and is non-refundable.

4.4. The current membership fee schedule is published on our website or available upon request.

We reserve the right to review and adjust fees annually; members will be notified of any changes with at least 30 days' notice.

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## 5. Pupil Behaviour and Expectations

5.1. Pupils are expected to:

- Attend lessons punctually
- Practise regularly
- Behave respectfully and responsibly

5.2. Persistent poor attendance, lack of progress, or inappropriate behaviour may result in withdrawal of tuition. Fees already paid or owed will not be refunded.

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### 6. Communications

- 6.1. OEM may contact parents by phone or email regarding tuition or instruments. It is your responsibility to update contact details as needed.
  - 6.2. To contact a tutor, email **music@oneeducation.co.uk**. We will facilitate contact and must be copied into any communication.
  - 6.3. We may share your child's information with their school to support lesson delivery.
  - 6.4. Each pupil will be issued a practice diary to monitor progress.
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### 7. One Education Music Responsibilities

- 7.1. OEM follows strict safer recruitment standards. All staff are subject to enhanced DBS checks, references, and right-to-work verification.
  - 7.2. Quality Assurance of instructors is managed by OEM.
  - 7.3. All staff carry ID badges and operate under our Safeguarding and Conduct Policies.
  - 7.4. OEM collaborates with schools on timetabling and recruitment and encourages ensemble participation.
  - 7.5. A tuition enrolment link will be shared with schools for Year 3+ pupils.
  - 7.6. OEM instructors deliver lessons appropriate to each pupil's level.
  - 7.7. Attendance is recorded and available to schools on request.
  - 7.8. Missed lessons due to OEM absence will be rescheduled or credited. Refunds are issued at year-end if this occurs in the summer term.
  - 7.9. Instruments may be loaned to pupils during their tuition, subject to separate conditions which are available on our [website](#).
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### 8. School Responsibilities

- 8.1. Schools and OEM share responsibility for lesson coordination and pupil attendance. A staff contact must be designated for liaison.
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8.2. Schools must:

- Promote the music programme to families
- Provide a suitable teaching space and equipment
- Notify OEM of term dates, trips, closures, and any pupil-related concerns

8.3. The school remains responsible for pupil safety during school hours and for any onsite activities held outside these hours. OEM instructors do not dismiss pupils from after-school clubs.

8.4. Unexpected school closures do not exempt charges if outside the school's control.

8.5. IT access must be provided to instructors for teaching and recordkeeping purposes.

8.6 At the beginning of each academic year, the school must provide OEM Music Instructors with all relevant **health and safety information**, including procedures for signing in/out, fire evacuation, first aid, and other emergency protocols.

**8.5.** The school must inform OEM Music Instructors, in confidence, of any **medical, behavioural, academic, or other factors** that may impact a pupil's learning or participation in lessons.

**8.6.** The school must designate and share contact details for a **nominated staff member** (e.g. music coordinator) to act as the primary liaison with OEM for all delivery-related matters.

**8.7.** All communication between parents/carers and the school regarding music tuition must be directed **through OEM**, including messages for teaching staff.

**8.8.** The school must provide a **full list of term dates** as well as details of any planned events (e.g. trips, exams, activities) that could affect lesson scheduling.

Please note: **missed lessons due to pupil or school absence**—including illness, trips, revision, exams, or other activities—**will not be refunded or rescheduled**.

**8.9.** The school must inform OEM **immediately of any unplanned closures**. If a closure is due to events outside the school's control (e.g. pandemic, flooding, adverse weather, or industrial action), charges for scheduled sessions will **still apply**.

**8.10.** The school should notify OEM of any **planned performances or concerts** involving OEM pupils as early as possible.

**8.11.** The school must provide a **suitable teaching space** for music lessons, in a room with a window. This should be appropriately sized for the group and equipped with adequate lighting, heating, ventilation, adjustable music stands, and, where possible, a piano or audio playback device.

**8.12.** The school should use all reasonable efforts to **avoid relocating OEM instructors** between rooms.

**8.13.** The school is responsible for identifying and confirming which pupils are eligible for **subsidised tuition**, where costs are covered by the school.

**8.14.** As OEM teaching integrates the use of digital tools, schools must provide **Wi-Fi access** for instructors. IT equipment will be used for tasks such as attendance tracking, lesson delivery, assessments, and performances. OEM will provide work devices to instructors where appropriate.

**8.15.** OEM and the school will work in partnership to uphold the school's existing **behavioural and reward policies**.

**8.16.** School concerts or performances involving OEM pupils will generally take place **in place of a scheduled lesson**, and should occur during the usual tuition time unless an alternative arrangement is agreed with the instructor.

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## 9. Parent/Carer Responsibilities

You are expected to:

- Pay invoices on time
- Report concerns via email or phone
- Support your child's music practice and progress

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## 10. Safeguarding

For any concerns about a child's welfare, contact our Designated Safeguarding Lead, **Adam Cooke**, at [adam.cooke@oneeducation.co.uk](mailto:adam.cooke@oneeducation.co.uk) or call **0161 276 0104**. If a child is in immediate danger, contact the police.

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## 11. Complaints

**11.1.** Concerns should first be raised with the Head of Service. We aim to respond within 7 working days.

11.2. If not resolved informally, a formal complaint can be made via our [official complaint procedure](#).

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## 12. Instrument Loan & Hire

12.1. Instruments are available to loan (subject to availability) for pupils enrolled in OEM lessons, please refer to the Instrument Loan terms and conditions for further information.

12.2. Instruments must be returned if lessons end.

12.3. Instruments cannot be transferred between pupils.

12.4. Parents/carers are responsible for the instrument's care and are advised to insure it.

12.5. OEM covers maintenance due to normal wear and tear. You are responsible for:

- Safe storage and use
  - Replacing consumables (e.g., reeds, strings)
  - Costs for damage, misuse, or loss
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### APPENDIX A

#### Direct Billed – Tuition in School

#### One Education Music - School Calendar 2025/26

September 2025								October 2025								November 2025								December 2025							
wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su
36	1	2	3	4	5	6	7	40			1	2	3	4	5	44						1	2	49	1	2	3	4	5	6	7
37	8	9	10	11	12	13	14	41	6	7	8	9	10	11	12	45	3	4	5	6	7	8	9	50	8	9	10	11	12	13	14
38	15	16	17	18	19	20	21	42	13	14	15	16	17	18	19	46	10	11	12	13	14	15	16	51	15	16	17	18	19	20	21
39	22	23	24	25	26	27	28	43	20	21	22	23	24	25	26	47	17	18	19	20	21	22	23	52	22	23	24	25	26	27	28
40	29	30						44	27	28	29	30	31			48	24	25	26	27	28	29	30	1	29	30	31				

  

January 2026								February 2026								March 2026								April 2026								
wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	
1				1	2	3	4	5							1	9							1	14				1	2	3	4	5
2	5	6	7	8	9	10	11	6	2	3	4	5	6	7	8	10	2	3	4	5	6	7	8	15	6	7	8	9	10	11	12	
3	12	13	14	15	16	17	18	7	9	10	11	12	13	14	15	11	9	10	11	12	13	14	15	16	13	14	15	16	17	18	19	
4	19	20	21	22	23	24	25	8	16	17	18	19	20	21	22	12	16	17	18	19	20	21	22	17	20	21	22	23	24	25	26	
5	26	27	28	29	30	31		9	23	24	25	26	27	28		13	23	24	25	26	27	28	29	18	27	28	29	30				

  

May 2026								June 2026								July 2026							
wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su
18					1	2	3	23	1	2	3	4	5	6	7	27			1	2	3	4	5
19	4	5	6	7	8	9	10	24	8	9	10	11	12	13	14	28	6	7	8	9	10	11	12
20	11	12	13	14	15	16	17	25	15	16	17	18	19	20	21	29	13	14	15	16	17	18	19
21	18	19	20	21	22	23	24	26	22	23	24	25	26	27	28	30	20	21	22	23	24	25	26
22	25	26	27	28	29	30	31	27	29	30						31	27	28	29	30	31		

  

KEY							
<span style="background-color: #e0e0e0; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Whole staff Inset (no lessons)						
<span style="background-color: #d9ead3; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	OEM Staff Holidays						
<span style="background-color: #f2f2f2; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Bank Holiday						

  

KEY							
We Can' Packages = 36 week teaching							
<span style="background-color: #f2f2f2; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Non Teaching Week ("We Can' package only) additional 2 non teaching weeks to be agreed with the school						

#### Music Centre – Tuition & Ensembles

#### One Education Music - Music Centres Calendar 2025/26

September 2025								October 2025								November 2025								December 2025							
wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su
36	1	2	3	4	5	6	7	40			1	2	3	4	5	44						1	2	49	1	2	3	4	5	6	7
37	8	9	10	11	12	13	14	41	6	7	8	9	10	11	12	45	3	4	5	6	7	8	9	50	8	9	10	11	12	13	14
38	15	16	17	18	19	20	21	42	13	14	15	16	17	18	19	46	10	11	12	13	14	15	16	51	15	16	17	18	19	20	21
39	22	23	24	25	26	27	28	43	20	21	22	23	24	25	26	47	17	18	19	20	21	22	23	52	22	23	24	25	26	27	28
40	29	30						44	27	28	29	30	31			48	24	25	26	27	28	29	30	1	29	30	31				

  

January 2026								February 2026								March 2026								April 2026								
wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	
1				1	2	3	4	5							1	9							1	14				1	2	3	4	5
2	5	6	7	8	9	10	11	6	2	3	4	5	6	7	8	10	2	3	4	5	6	7	8	15	6	7	8	9	10	11	12	
3	12	13	14	15	16	17	18	7	9	10	11	12	13	14	15	11	9	10	11	12	13	14	15	16	13	14	15	16	17	18	19	
4	19	20	21	22	23	24	25	8	16	17	18	19	20	21	22	12	16	17	18	19	20	21	22	17	20	21	22	23	24	25	26	
5	26	27	28	29	30	31		9	23	24	25	26	27	28		13	23	24	25	26	27	28	29	18	27	28	29	30				

  

May 2026								June 2026								July 2026							
wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su	wk	Mo	Tu	We	Th	Fr	Sa	Su
18					1	2	3	23	1	2	3	4	5	6	7	27			1	2	3	4	5
19	4	5	6	7	8	9	10	24	8	9	10	11	12	13	14	28	6	7	8	9	10	11	12
20	11	12	13	14	15	16	17	25	15	16	17	18	19	20	21	29	13	14	15	16	17	18	19
21	18	19	20	21	22	23	24	26	22	23	24	25	26	27	28	30	20	21	22	23	24	25	26
22	25	26	27	28	29	30	31	27	29	30						31	27	28	29	30	31		

  

KEY							
36 Music Centre Weeks (12/12/12) AT & ST: 11 teaching +1 concert week							
<span style="background-color: #f2f2f2; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Music Centre Closed						
<span style="background-color: #d9ead3; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Music Centre Open						
<span style="background-color: #d9ead3; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	OEM Staff Holidays						
<span style="background-color: #f2f2f2; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Bank Holiday						

Autumn Term 1: Mon 15 Sep - Sat 25 Oct // Autumn Term 2: Mon 03 Nov - Sat 13 Dec  
 Spring Term 1: Sat 03 Jan - Sat 14 Feb // Spring Term 2: Sat 28 Feb - Sat 28 Mar  
 Summer Term 1: Mon 20 Apr - Sat 23 May // Summer Term 2: Mon 01 Jun - Sat 18 July