

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.

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 2026-27 academic year:

- To discontinue lessons from January 2027 (Spring Term): notice must be received by **Saturday, 5th December 2026**.
- To discontinue lessons from April 2027 (Summer Term): notice must be received by **Saturday 20th March 2027**.

Notice must be in writing and submitted via email to 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 or written notice to your child’s school or tutor is not accepted.

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

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.

1.4. You must complete/commit to a full term after you enroll before your notice will be accepted.

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 2026/27 term dates), and 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 if their term dates misalign, of closures, or events e.g. trips or enrichment days that may affect tuition lessons.

If we are informed after the beginning of the year, the remaining 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:

- 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**.

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. Extra-curricular groups/after school clubs will only run each term once the minimum number of members needed to make the activity viable has been reached.

2.8. If the number of scheduled sessions differs from the amount invoiced, your account will be credited or debited accordingly, usually at the end of the invoiceable period. 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. In the event your child is excluded from school, invoices are still payable.

High school students are responsible for knowing their lesson schedule and location. If your child needs additional support with this, you will need to contact the school directly to request this support.

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 of the lesson is not possible within the invoiceable period, a credit will be applied to your next invoice, or a refund made at the end of the invoiceable period (i.e. end of summer term).

2.13. Rescheduled lessons may occur in a different term but within the same academic year and may be with a different tutor. If cover is available but the parent declines, then no refund will be applicable.

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](#).

2.18. To check on student progress, email the One Education Music office (music@oneeducation.co.uk) and we will endeavor to send a written progress update as soon as possible.

3. Charges and Payment

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

3.2. Annual Invoices are issued at enrolment and fees paid either in full or by monthly direct debit payable on the 1st of each month. If opting for direct debit, a payment equivalent to 4 sessions will be payable at enrolment.

Payment in full—or a partial payment—must be received before lessons can begin

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

3.3. Direct Debit/Partial Payment Option

Parents have the option to pay the invoice balance in full at enrolment or set up a direct debit. Direct debit payments will spread up to and including July 2027 with the initial payment equivalent to 4 sessions made on enrolment.

Failed direct debit payments – we will be alerted to any direct debit failures and lessons may be suspended until the account is brought up to date. For persistent direct debit failures, we may request full payment in order for lessons to be reinstated.

If you anticipate payments may fail, we encourage you to get in touch with the office as early as possible. Please note that failure to adhere to the agreed payment schedule may result in the direct debit option being withdrawn, and the **full outstanding balance becoming immediately payable**.

3.4. Where lessons are suspended, no adjustment will be made to invoices for non-delivery during the suspension period.

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 to confirm lesson start date.

3.6. For instrumental/vocal tuition lessons, midterm enrolments will be charged on a pro-rata basis.

3.7. Trial lessons are not offered for instrumental/vocal tuition lessons. 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.

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

Music Centre Membership gives access to all ensembles across all 5 music centres.

Enrolment is required at each centre/ensemble the student chooses to attend to ensure capacity requirements are adhered to.

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

Access to one free trial in an ensemble activity is available subject to availability. Request to book a trial session can be made through One Education Music's office.

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

A fixed termly fee applies for music centre membership, invoiced annually. The notice period is outlined in 1.2 of this agreement. If students withdraw midterm, full fees apply for the whole term. Refunds are not available on termly membership fees.

One Education Music ensembles are heavily subscribed so regular attendance is required. Attendance is monitored. If your child fails to attend their subscribed and is marked absence for 2 consecutive lessons per half term, we will contact you to request the reason for this. If we do not get a response or if absences continue, your child will be removed from the register and the place offered to another student. Please note, full term fees will still be payable in this case.

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.

5. Bursaries

5.1. Bursaries are available through an application process for families who qualify for free school meals (excludes the Universal Infant Free School Meal Scheme) and Looked After Children which grants qualifying students free membership to music centres.

Attendance will be monitored and if your child fails to attend centre and is marked absence for 2 consecutive lessons per half term, we will contact you to request the reason for this. If we do not get a response or if absences continue, your child will be removed from the register and the place offered to another student. You will not be able to attend or submit another bursary application with that academic year.

Pupil Behaviour and Expectations

5.1. Pupils are expected to:

- Commit to their learning
- Attend lessons punctually- to know in advance the time and location of their lesson
- Practice 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.

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.

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](#).

8. School Responsibilities

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

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 – this remains the school's responsibility in all circumstances unless explicitly agreed in writing between the school and Head of Service.

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.

8.7. 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.

8.8. 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.

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

8.10. 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**.

8.11. 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**.

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

8.13. 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.

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

8.15. The school is responsible for identifying and confirming which pupils are eligible for **subsidised tuition**, where costs are covered by the school. Respond promptly to requests for verification of checks to avoid delay in students beginning their lessons.

These Parental Terms and Conditions apply to school funded students including notice periods

8.16. 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.

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

8.18. 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.

9. Parent/Carer Responsibilities

You are expected to:

- Ensure their child is enrolled for centre and activities.
- Ensure their child signs in on arrival and out on exiting the centre. If parents will be remaining on site, they too must sign in and out.
- Make sure emergency contact details are kept up to date.
- Provide details of any special educational needs and medical needs their child may have. You must ensure that your child has access to any medication (including AAI's) that may be required whilst at a music centre.
- Inform the office if their child is granted permission to make their own way home (applies to music centre attendance).
- Inform the office if someone other than the named persons on their Melded account, will be collecting their child from music centre.

- Pay invoices on time.
- Report concerns via email or phone.
- Report any absences.

- Contact the office if you will be delayed in picking up your child at the end of their music centre activity.
 - Support your child's music practice and progress.
 - To respect the schools/centres that facilitate the music centre and remain in designated waiting areas and avoid going into rooms and removing equipment.
 - Restrict mobile phone usage and taking of images when at music centres.
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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 or call **0161 276 0104**. If a child is in immediate danger, contact the police.

Local Authority Contacts – Manchester

To report a concern about a child

Manchester Safeguarding Partnership (24/7)

Tel: 0161 234 5001 Email: mcsreply@manchester.gov.uk

To report a concern about a member of staff working with children

All organisations have a duty to ensure that any allegations about adults who work with children are passed to the LADO within 24 hours of a concern being raised. Please complete the Manchester LADO contact form and email it to: LADO@manchester.gov.uk

To report a concern about an adult at risk:

Tel: 0161 234 5001 Email: mcsreply@manchester.gov.uk

When you make a request for social care services to Manchester City Council it is called a referral. Online referrals will not be treated as emergencies – use the number above for emergencies. Report a Social Care for Adults Online Referral | Manchester City Council

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 One Education's [official complaint procedure](#).

12. Instrument Loan & Hire

12.1. Instruments are available to loan free of charge, subject to availability for pupils enrolled in OEM lessons. Please refer to the Instrument Loan terms and conditions for further information.

Certain instruments may be limited so please check with us before enrolling.

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 2026/27

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

Music Centre – Tuition & Ensembles

One Education Music - Music Centre Calendar 2026/27

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

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

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

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

April 2027							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
31				1	2	3	4
32	5	6	7	8	9	10	11
33	12	13	14	15	16	17	18
34	19	20	21	22	23	24	25
35	26	27	28	29	30		

March 2027							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
27	1	2	3	4	5	6	7
28	8	9	10	11	12	13	14
29	15	16	17	18	19	20	21
30	22	23	24	25	26	27	28
31	29	30	31				

February 2027							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
23	1	2	3	4	5	6	7
24	8	9	10	11	12	13	14
25	15	16	17	18	19	20	21
26	22	23	24	25	26	27	28

January 2027							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
18					1	2	3
19	4	5	6	7	8	9	10
20	11	12	13	14	15	16	17
21	18	19	20	21	22	23	24
22	25	26	27	28	29	30	31

	Music Centre Open
	Music Centre Open Week
	Music Centre Concert Week
	Music Centre Closed
	Centre closed/OEM Staff Holidays
	Bank Holiday

July 2027							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
44				1	2	3	4
45	5	6	7	8	9	10	11
46	12	13	14	15	16	17	18
47	19	20	21	22	23	24	25
48	26	27	28	29	30	31	

June 2027							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
40		1	2	3	4	5	6
41	7	8	9	10	11	12	13
42	14	15	16	17	18	19	20
43	21	22	23	24	25	26	27
44	28	29	30				

May 2027							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
35						1	2
36	3	4	5	6	7	8	9
37	10	11	12	13	14	15	16
38	17	18	19	20	21	22	23
39	24	25	26	27	28	29	30
40	31						

Summer 27 Term	11 Teaching Weeks + 1 Concert
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Spring 27 Term	12 Teaching Weeks
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Autumn 26 Term	12 Teaching Weeks + 1 Concert
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