

# MUSICAL INSTRUMENT HIRE

For children and young people

Swindon  
music  
Service



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# CONTENTS

**Ask for More information about  
Music Lessons**

**Ask for More Information about  
Swindon Young Musicians**



**Overview**

**Musical Instrument Hire Scheme**

**How the Scheme works  
& conditions of hire**

**Replacement Values for Insurance  
Purposes**

**Initial enquiry process - Flowchart**

**Hiring half-way through a hire  
period**

**Payment Schedule for Instrument  
Hire**

**How to Pay for the Hire**

**Parent Mail**

**Consumables**

**Returning the Musical Instrument**

**Frequently Asked Questions**

**Inserts:**

Instrument Request Form  
(also available on our website:  
[www.smscio.org](http://www.smscio.org))

**Fees:**

Annual Fees £60 (+£50 deposit  
refundable upon instrument return)

## Overview

This guidance brochure relates to our instrument hire scheme. The scheme will be implemented from September 2020.

The Instrument Hire scheme is being introduced to ensure that instruments are made accessible to children and young people in ways that will continue to support participation and progression.

The scheme will be administered by Swindon Music Service. Instruments will be offered to children and young people as a priority for a 12-month period.

Further hire beyond the 12-month period may be available subject to the instrument not being required by a child or young person who has yet to have the opportunity to hire an instrument for the first time.

Instruments are available (when in stock) for children and young people up to the age of 19yrs, who live in an SN postcode area.



## Musical Instrument Hire Scheme

### Instrument Hire

**The Instrument Hire scheme is open to the following categories:**

Children and young people living in Swindon and the surrounding areas who are receiving provision through Make Music Swindon Education Hub. Swindon Music Service staff will determine the distance beyond Swindon that will be acceptable to any hire application, based on each individual case.

All instrument hire is for a period no longer than 12-months for children and young people. At the end of each 12-month period (as outlined below) a new agreement will need to be signed, or the instrument returned.

Instruments are hired by Swindon Music Service on the understanding that they are returned in the same condition as when received (given reasonable wear). By confirming the terms and conditions, the hirer is agreeing to be responsible for the routine maintenance of the instrument. (as per the guidelines issued), and for damage or unreasonable wear sustained during the period of hire. 'How to' guidance documents regarding cleaning and maintenance for each family of instruments will be issued in due course and will be made available on the Swindon Music Service website.

**A £50 refundable deposit will be required to secure the hire.**



## How the scheme works & Condition of Hire

(Also see terms and conditions of the hire on the Instrument Hire Agreement)

### Conditions of Hire

1. The hire charges (as applicable) must be paid promptly upon receipt of the Instrument Hire Invoice. Children and young people may be able to apply for further periods of hire beyond the initial 12-months. However, a hire agreement is not open-ended and will require a new contract at the end of each 12-month period.

2. All information requested on the "Hire Request Form" must be given.

4. Repairs may only be undertaken by the Repair Technician at the Platform unless written agreement from Swindon Music Service is given. See below for instrument return/collection details.

5. Instruments are hired to you in full working order. The replacement of items such as strings or reeds are your responsibility unless there is an obvious fault at the time of receiving the instrument.

6. Every care should be taken to protect the instrument against loss or damage. The hire charge does not cover this. In the event of loss or damage you will be required to compensate Swindon Music Service up to the replacement value of the instrument. It is your responsibility to insure against this, and if you do not, you could become liable for the cost of repair or replacement of the instrument.

7. If, at any time, you no longer require the instrument it should be returned to The Platform, Faringdon Road, Swindon SN1 5BJ. See below for instrument return/collection details. A 'Return Slip' will be completed by the Swindon Music Service staff and a copy given to you as proof of return.

8. The instrument may not be transferred to any other person.

9. Please advise us immediately of any change of address or personal details.

10. If the instrument provided is exchanged either like for like, or for a different type of instrument (e.g. a clarinet is exchanged for a trumpet) then the above conditions still apply and any difference in replacement value should be observed

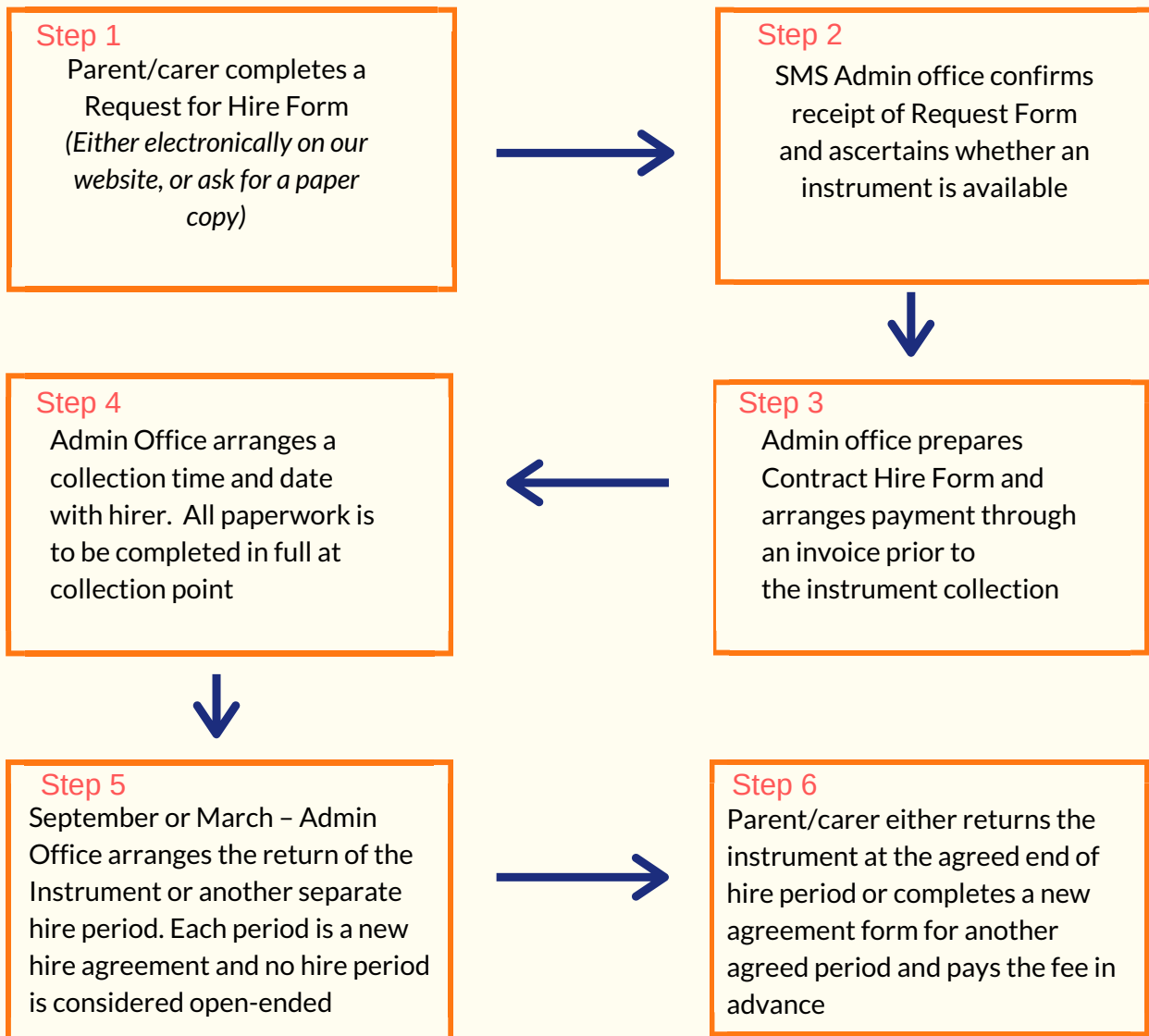
11. Failure to return the instrument by the termination date will see the refundable deposit being deducted. If the instrument has not been returned within a 4-week window of the termination date, Swindon Music Service will start a CCJ claim against you to the full value of the instrument at the costs shown in the table at page 4.

## Replacement Values for Insurance Purposes are as follows:

Double Bass 3/4 £1599	Bassoon (Mini) £2394	Bassoon (Full size) £4826
Double Bass 1/2, 1/4 £1270	Bassoon (Short reach) £990	Euphonium £480
Trombone £500	Trumpet £260	Flute £365
Cello 1/8 £400	French Horn (Full size) £1125	Guitar (All sizes) £99
Cello 1/4 £525	Cello 1/2 £550	Cello 3/4 £620
Cello (Full size) £630	Tuba (3 valve) £800	Tuba (4 valve) £4450
Viola £222	Violin (All sizes) £144	Clarinet £400
Saxophone (Alto) £690		Saxophone (Tenor) £1000



## Initial enquiry process for a Musical Instrument - and following actions



By submitting an Instrument Request Form, the parent/guardian is agreeing to the terms and conditions of using the Instrument Hire Scheme.

Instrument Hire periods:

- 1st September – 31st August
- 1st April – 31st March



See section about hiring an instrument within the periods set out above over the page

## Can I hire an instrument in the middle of the year other than April or September?

Yes you can, but you will be charged the full 12-month cost. This is because the administration and instrument preparation prior to the hire period takes up much of the hire costs.

Example:

- 1. You hire an instrument in June. You will pay the full amount for a 12-month period and the instrument will be expected to be returned by 31st March. If you apply for a further yearly hire, the next period will be from 1st April – 31st March and will attract a new yearly cost.*
- 2. You hire an instrument in November. You will pay the full amount for a 12-month period and the instrument will be expected to be returned by 31st August. If you apply for a further yearly hire, the next period will be from 1st September to – 31st August.*

### Payment Schedule for Instrument Hire

At the beginning of the Hire scheme (September or March) each instrument attracts the full 12-month fee. In addition, a deposit of £50 is required and will be reimbursed to you upon the return of the instrument at the end of the hire period. The deposit may be retained if the instrument does not come back in full working condition as outlined in the terms and conditions. This deposit will be used to bring the instrument back up to working condition ready for the next hirer. If major damage is incurred, then the repair bill will be issued to the hirer for payment, less the amount of deposit.

Month	Amount Payable	Remarks
September	£60 (+ £50 deposit refundable upon instrument return)	Renewal date by 31st August
April	£60 (+ £50 deposit refundable upon instrument return)	Renewal date by 31st March

**Hiring part way through the 12-month period will still incur the same price.**

If you are on low income you may be eligible for a discount. For more details ask the admin office.



## How to pay for the Instrument Hire

- Bank transfer
- On-line payments through Parent Mail (You can also access an app for your mobile phone)
- Cheque (made out to: **Swindon Music Service**)



## Parent Mail

### Makes Life Easier

Parents are busy, and there's always a lot they need to do. Parent Mail helps them keep on top of these things for their children – and makes it valuable to them.

#### What else?

- Easily pay for items using credit / debit card, Paypal or Paypoint
- Receive messages from Swindon Music Service
- View their balance
- Authorise trips and attendance at concerts
- Submit survey responses
- Confirm attendance at events
- Report absences ...and much, much more.



#### Payment and Data Security

Parent Mail provides the software platform that facilitates communications between Swindon Music service and parents. Parent Mail does not have access to Swindon Music Service data login details or store data on their computers. Occasionally Parent Mail may need to provide support; in these cases, Swindon Music Service would need to add Parent Mail as a user to our account. Once Parent Mail has provided the assistance required the account is deleted.

Parent Mail acts as the data processor. Swindon Music Service provide, administer and use the data held within the Parent Mail system and therefore Swindon Music Service is responsible for the data contained within the system.

#### System Hosting

Parent Mail systems are hosted in secure data centres certified to ISO/IEC27001:2005 – the international standard for information security management. This standard ensures that adequate and proportionate security controls are employed to protect information assets.

## Consumables

**Brass:** Brass instruments have limited consumable parts. Parents/carers are expected to provide valve oil and slide grease for regular day-to-day maintenance.

**Woodwind:** Clarinets and saxophones will be supplied with one standard reed at the start of the hire. Oboes and bassoons will not be issued with reeds. It is the responsibility of the Instrument Loan membership signatory to replace broken or worn reeds.

**Strings:** String instruments will be issued with useable strings and bows. It is the responsibility of the Instrument hire signatory to replace any broken strings or bows using an appropriate repairer. Parent/carers are expected to provide the necessary rosin.

## Returning the Musical Instrument

Swindon Music Service will inform you when you collect the instrument of the termination date of your hire period. It is your responsibility to arrange a date and time to return the instrument to The Platform, Faringdon Road, Swindon SN1 5BJ.

Failure to return the instrument by the termination date will see the refundable deposit being deducted. If the instrument has not been returned within a 4-week window of the termination date, Swindon Music Service will start a CCJ claim against you to the full value of the instrument at the costs shown in the table at page 4.



## Frequently Asked Questions

### How do I pay my bill?

We will issue an invoice, usually by email which will have all the necessary payment instructions. You can also sign-up to Parent Mail; a system to allow you to pay as you do for school trips etc.

### Can I hire an instrument in the middle of the year other than April or September?

Yes you can, but you will be charged the a full 12-month cost and will then fall in-line with the next nearest hirer period. Example:

1. You hire an instrument in June. You will pay the full amount for a 12-month period and the instrument will be expected to be returned by 31st March. If you apply for a further yearly hire, the next period will be from 1st April – 31st March.
2. You hire an instrument in November. You will pay the full amount for a 12-month period and the instrument will be expected to be returned by 31st August. If you apply for a further yearly hire, the next period will be from 1st September to – 31st August.

### Deliveries/Collections

All delivery and collections will be made by the hirer to the location agreed by Swindon Music Service.

### Insurance

It is recommended that the Instrument hirer insures the instrument(s) as they will be required to pay for repair and replacement of the instrument if damaged or lost. They may wish to consider a specialist instrument insurer, who may offer more comprehensive cover than home insurance. See page 5 for replacement values

### Repairs and maintenance

All repairs and servicing are to be arranged through Swindon Music Service's Instrumental Repair Technician. Under no circumstances should the hirer arrange for any repairs or servicing to be undertaken on an SMS musical instrument through private arrangements.

### Summer Holidays

The Instrument Hire Scheme runs from September to August – April to March of each year. Therefore, the Instrument Hire scheme caters for all holiday periods to enable the pupils to continue to practise and to take instrumental exams.

### How can I continue to Hire the Instrument beyond the 12-Month period?

Children and young people can hire an instrument for a full year. We normally expect that by this time, parents should be in an informed position to say whether their child will continue to learn. At this stage we recommend that you consider purchasing an instrument. You can ask us for further advice as to type and model of instrument most suitable for your child. In certain circumstances, we will consider a further period of hire. At this stage, you will be required to start the hire process again as if you are a new hirer.

### If I have a question about my invoice, who do I contact?

All invoice questions should be directed to Lynn Hawkins at: [lhawkins@smscio.co.uk](mailto:lhawkins@smscio.co.uk)

### Privacy Policy Summary and data protection

Our privacy policy is available on our website: [www.smscio.org](http://www.smscio.org).

- SMS is committed to protecting your personal information and being transparent about the information we hold.
- We collect personal data such as name, address, telephone number, date of birth and medical conditions
- This is used by SMS in order that we may fulfill our contractual obligations to you by providing your child with music education for which you have applied, whilst ensuring the wellbeing of your child while in our custody.
- SMS is registered under the data Protection Act 1998 as a Data Controller under number: ZA501858
- Our registered charity number in England and Wales is: 1179203.



FOR MORE INFORMATION  
contact:

Paul Rowe email: [prowe@smscio.co.uk](mailto:prowe@smscio.co.uk) Phone: 07395 887 493

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