

Berkshire Maestros Terms and Conditions – Instrument Hire

Effective from September 2023

These terms and conditions form the basis of the contract between Berkshire Maestros and customers. Customers are subject to and agree to be bound by these terms and conditions. Berkshire Maestros (hereafter referred to as Maestros) reserves the right to vary these terms and conditions at any time and without notice. Any determination made by the Chief Executive arising from the terms and conditions shall be final.

INSTRUMENT COLLECTION AND RETURN

- An instrument will only be issued once a signed hire agreement form has been received.
- Please do not arrange collection of your instrument until lessons have been confirmed. You will be charged the instrument hire, irrespective of when your lessons start.
- It is your responsibility to check the instrument and accessories on collection and report to us anything that is deemed unfit as soon as possible.
- All new hires are subject to a one off £10 'set up' fee to help cover the cost of preparing the instrument, delivering it to your requested music centre and any accessories required.
- You will be invoiced for the instrument hire and £10 'set up' fee via email shortly after collecting your instrument.
- Our instruments are generally suitable for beginners, enabling them to explore the instrument before committing to purchasing their own. The hire may be reviewed annually to assess if the instrument is still suitable. In order that we can keep providing these instruments to beginners we cannot offer indefinite hires. Therefore, we may set the hire agreement to a maximum of two academic years.
- The instrument hire is on a rolling contract until the instrument is returned.
- The hire instrument must be returned to either Reading, Newbury or Windsor Music Centre. Please book an appointment by following the [Instrument Return instructions](#) at the end of your invoice. On no account should the instrument be returned to the teacher or left on school premises. Charges will continue until the instrument has been returned and the Music Centre has issued you a return receipt.
- If an instrument is returned no later than the first three weeks of term, a full credit will be issued for that term's hire. Berkshire Maestros reserves the right to charge a full term of hire if this deadline is not met. The instrument should be in the same condition (except for normal 'wear and tear') as recorded on issue.

INSTRUMENT CARE AND MAINTENANCE

- All instruments need to be treated with care. The student's teacher will be able to advise on the appropriate care. This advice should be incorporated into the student's practice routine. Any of the following will result in the parent being invoiced for a brand-new instrument: intentional damage, careless damage and loss or irreparable damage of the instrument.
- Please do not remove labels from your instrument or add your own identifiers, including sticky labels.
- It is the responsibility of the hirer to purchase replacement consumables as the need arises (e.g. rosin/strings/reeds/valve oil).
- An instrument should never be left unattended in a vehicle or overnight away from home.

INSTRUMENT CHARGES AND INSURANCE

- All instruments must be maintained in good condition. Loss or damage of an instrument must be reported immediately to the Resources Department via email at resources@berkshiremaestros.org.uk. Parents should not attempt to repair the instrument as it may cause further damage and incur further costs. Berkshire Maestros will not reimburse parents for any private repairs that have been undertaken without prior expressed permission to do so.
- It is the hirer's responsibility to arrange adequate insurance for the instrument. Replacement instruments are costly and in the event of damage or a loss, you will be liable for this cost. The valuation for your instrument can be found on your hire agreement. We are unable to recommend insurance companies.
- If you fail to return the instrument, you are liable to pay us the replacement valuation on your hire agreement. If you are making a claim on an insurance policy, you should notify us and keep us informed of the progress of the claim.
- Instruments collected at any time during the first half term, will be charged a full term's hire. Instruments collected at any time during the second half term, will be charged half this rate for that term.
- Fees are reviewed annually and can be downloaded [here](#).