

# FREQUENTLY ASKED QUESTIONS

## FINANCE

### 1. How/where do I pay my invoice?

Payment for lessons should be made via your SpeedAdmin account. Please follow the link [here](#) to login. If you are unsure of your details, then please contact [contact@berkshirerusictrust.org.uk](mailto:contact@berkshirerusictrust.org.uk)

### 2. I'm struggling to pay my invoice; do you offer any fee assistance?

Yes, we offer a range of fee assistance depending on your circumstances that you can read about [here](#). Please contact our finance team at [contact@berkshirerusictrust.org.uk](mailto:contact@berkshirerusictrust.org.uk) to discuss your individual circumstances.

### 3. Where can I find your bank details?

If you are unable to pay via SpeedAdmin, we also accept payment via bank transfer. Our bank details can be found in the email containing your invoice, and at the bottom of your latest invoice.

### 4. Will cancelled lessons be refunded?

Most cancelled lessons will be made up by the teacher and the teacher will contact you directly to arrange a date for the catch-up lesson. At the end of the summer term, if any lessons are not made up, we will credit or refund you for the missed lessons. If a teacher has had multiple periods of absence, then this will be looked at on a case by case-by-case basis. Lessons cancelled by a student will not be made up.

## INSTRUMENT HIRE

### 1. How do I hire an instrument?

Please fill in the form [here](#)

### 2. How do I return a hired instrument?

Please following one of the following links to make an appointment at your nearest Music Centre: [Reading](#), [Windsor](#) or [West Berks \(Thatcham\)](#)

Please note that returns are only accepted by appointment only.

### 3. Do you take donations?

Yes, we do take donations, but it depends on the instrument, quality and space. Please contact our Resources team at [resources@berksmusictrust.org.uk](mailto:resources@berksmusictrust.org.uk) if you have an instrument you wish to donate.

## LESSONS

### 1. How do I register for lessons?

To sign up for lessons and ensembles, please click [here](#)

### 2. How do I register a second student?

From your parent account, at the top left of your account click on "Student: (Student name)", from the dropdown menu select "Register New Student"

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## **3. How do I withdraw from lessons?**

From your [SpeedAdmin](#) account, please fill in and submit a de-registration form so that our Customer Services team can process this for you.

## **4. Do you offer lessons outside of school hours?**

Yes, we do offer lessons at our music centres which are spread out across the county. Please contact our Admissions team directly at [admissions@berksmusictrust.org.uk](mailto:admissions@berksmusictrust.org.uk) to find out what is available

## **5. Do you offer adult lessons?**

Yes, we offer adult music lessons and ensembles at our music centres. Please register [here](#) or contact our Admissions team directly at [admissions@berksmusictrust.org.uk](mailto:admissions@berksmusictrust.org.uk) for more information

## **6. Where can I find information about ensembles?**

You can find information about ensembles by clicking [here](#). You can also talk to your child's teacher to find the most appropriate ensemble or by contacting [admissions@berksmusictrust.org.uk](mailto:admissions@berksmusictrust.org.uk)

## **7. What are your term dates?**

Our term dates can be found on our website by clicking [here](#)

## **8. What happens if a lesson is cancelled by BMT?**

If a lesson is cancelled by BMT, then we will do our best to make up the lesson so that you get the lessons that you have paid for. Any lessons not made up by the end of the academic year will be credited to your account or refunded.

## **9. How do I contact my teacher?**

You should have your teacher's email address, please do contact them directly. If you are unsure, then please do contact customer services at [contact@berksmusictrust.org.uk](mailto:contact@berksmusictrust.org.uk)

## **GENERAL**

### **1. Do you have a phone number?**

Yes, you can contact our customer service team on 0118 901 2370 between 9:00AM and 5:00PM, Monday to Friday.