

Looking to hire a musical instrument?



Unsure about investing in an instrument when your child is only just starting out?

Looking to keep costs down...?

**Hampshire Music Service has the answer,
with a hire scheme designed to kick-start your child's musical journey**

If your child has instrumental lessons through our staff or is a member of one of our ensembles/specialist centres, then we can provide a wide range of quality student-level instruments for you to hire for a minimal fee per term.

For a price list and the full list of instruments for hire, please visit our website:

www.hants.gov.uk/hms/instrument-hire

How it works...

Complete and return the request form

- Please note: the named parent/carer must be the person to also collect the instrument

Await notification of collection

Form Received by the Music Service

Processed on a 1st-come-1st-served basis
and is dependent upon stock levels

Instrument allocated & prepared

All instruments are checked, serviced and maintained

Notification of Collection

You will be contacted when your instrument is ready

Two weeks
*(during peak times,
May - Oct, this
may take longer)*



Collect instrument from our Eastleigh office

- Please note: the named parent/carer on the hire request form will be the person expected to collect the instrument and to sign the hire agreement
- Please allow 15mins to complete collection
- Please bring the first term's payment as cash/cheque to release the instrument. *Subsequent payments will be requested by email before each term and processed through WorldPay online secure payments*
- Collection hours, including school holidays:
Mon - Thurs: 09.00 - 12.00, 14.00 - 16.30
Friday: 09.00 - 12.00, 14.00 - 16.00

COLLECTION POINT

Hampshire Music Service
Rookwood Centre
Penshurst Way
Eastleigh
Hampshire
SO50 4RJ

Best to use Junction 12 of the M3 and ensure that you follow Penshurst Way all the way to the end!

You've now enjoyed and maintained the instrument...

...You need to return the instrument?

- You have reached the standard maximum hire period of two years? (and an extension has not been granted)
- You have ceased lessons provided by us and/or are no longer a member of one of our ensembles/specialist centres?
- You need to have the instrument replaced?
- You need to swap to a different sized instrument?

Contact us to discuss a return

Tel: 023 8065 2037

Email: music.service@hants.gov.uk

Checklist before return

- ☐ I have no outstanding payments
- ☐ All the accessories listed in my hire agreement are present and correct.
Missing items incur a replacement charge)
- ☐ The serial number on the instrument matches the serial number on my hire agreement

Return Instrument to Eastleigh office

- Please allow 15mins to complete your return
- The instrument will undergo a brief visual inspection
- Any outstanding payments will be highlighted and discussed
- Returns opening hours, includes school holidays:
Mon - Thurs: 09.00 - 12.00, 14.00 - 16.30
Friday: 09.00 - 12.00, 14.00 - 16.00

DROP-OFF POINT

Hampshire Music Service
Rookwood Centre
Penshurst Way
Eastleigh
Hampshire
SO50 4RJ

Best to use Junction 12 of the M3 and ensure that you follow Penshurst Way all the way to the end!

Repairs/missing items

Any damage incurred during hire (not deemed fair wear and tear) will either be highlighted on return and/or raised by a technician within ten working days of the return date. You will then be contacted regarding the repair charge.



Instrument Hire Request Form

Please ensure that you have checked that the child is eligible for this service before completing this form.



CUSTOMER DETAILS

Mr Mrs Miss Ms Dr (please circle) Other:

First Name: Surname:

Address:

Post Code:

Home Tel: Mobile Tel:

Email:

CHILD'S DETAILS

Child's Name: Male ☐ Female ☐

Date of Birth: / / School year group:

School Name:

Instrumental Teacher: Ensemble/Centre:

INSTRUMENT DETAILS

Please give full details of the instrument you require – e.g. a ½ size violin / Eb saxophone / single French horn. If in doubt, please check with your instrumental teacher.

A full list of prices instruments for hire is available online: www.hants.gov.uk/instrument-hire

Instrument request:

Note: If the instrument you hire is not taken into school every week for your child's lesson (it is kept permanently at home for practice purposes) the hire fee will be subject to VAT at the current rate of 20%.

Data Protection and Privacy Statement: The information supplied on this form will be recorded in systems belonging to Hampshire County Council; it will be used for such things as creating a hire agreement, monitoring payments received and for communicating with you and other Hampshire County Council departments with regards to the instrument you hire from us. If you would like to see a copy of the information we hold about you please contact us at the address above.

If you do not wish to be contacted about future activities run by Hampshire Music Service please tick here ☐

Please ensure you have read the Terms and Conditions of hire overleaf. You will be asked to sign a hire agreement on collection if the instrument of your choice is available. If lessons with our teacher finish or you cease membership of a Hampshire Music Service ensemble or specialist centre, this will end the hire agreement and the instrument must be returned to the Hampshire Music Service, address below.

Please return this form to Simon King at:

*Hampshire Music Service,
Rookwood Centre, Penshurst Way, Eastleigh, SO50 4RJ
Tel: 023 8065 2037 Fax: 023 8061 8241
music.service@hants.gov.uk www.hants.gov.uk/hms*

We will contact you to confirm if an instrument is available, at which point you will be invited to collect the instrument from the address above.

Terms and Conditions

1. For the purposes of these terms and conditions the parent or guardian of the named pupil who is receiving the lessons or is a member of an ensemble will be referred to as the customer. The customer will be the person who signs the Instrument Hire Agreement Form.
2. These terms and conditions form part of the agreement together with the Instrument Hire Agreement Form.
3. The agreement supersedes any prior agreement between Hampshire County Council's Music Service and the customer, whether written or oral and any such prior agreements are cancelled at the commencement date of this agreement.
4. The agreement will remain in force continuously from term to term unless terminated in accordance with condition 14, 15 & 16 below, for a maximum period of 6 terms (two years). Hampshire Music Service may extend the hire beyond this maximum term at an increased cost to be confirmed in writing to the customer before expiry of the maximum term.
5. Hampshire Music Service reserves the right to increase instrument hire fees and will give written notice of any such increase no later than one full term, plus one whole week preceding the term when the increase in fees is due to take effect.
6. Payment for hire is due on or before the first day of term. Hampshire Music Service will send the customer a payment request reminder no less than 14 days before a term's payment is due. If payment is not made within 14 days of the start of a new term Hampshire Music Service reserves the right to add a late payment administration fee of £10 and to ask the customer to return the instrument to Hampshire Music Service at the Eastleigh address overleaf. Under these conditions a full term's fee will still be payable.
7. Hire fees will not be refunded in compensation for music lessons cancelled by Hampshire Music Services. Any refund of the hire fee will be at the discretion of Hampshire Music Service.
8. Care of instrument: The customer shall keep the instrument in his or her sole possession for the student to use and shall not lend, sublet, sell, use as security against a loan, nor allow the instrument to be seized in satisfaction of debts or for any other legal process. The customer will indemnify Hampshire Music Service against all losses, costs, claims, damage and expenses howsoever occasioned by any breach of the customer.
9. Hampshire Music Service will accept no responsibility for any consequential loss, injury or damage suffered by any person from the presence of the instrument, unless it arises from our negligence, act or default.
10. Repairs: The customer shall inform Hampshire Music Service immediately should any damage occur to the instrument requiring said instrument to be repaired; the customer will then be advised accordingly. No repairs may be arranged without the authority of Hampshire Music Service. In the event of any damage to the instrument deemed not to be the result of fair wear and tear by Hampshire Music Service, the customer will be required to pay the full cost of the repair or replacement value of the instrument.

Whilst all reasonable efforts will be made to provide a replacement instrument during repairs, this cannot be guaranteed. Any replacement given to the customer will be of a similar (but not necessarily identical) type, which will be held by the customer under these same terms and conditions. Unless Hampshire Music Service agrees, the customer will not be entitled to any refund between the dates of removal and replacement or substitution.
11. In the first instance Hampshire Music Service will provide the instrument, case and necessary accessories. Any additional items required during the rental term such as reeds, strings, slide oil, valve oil, cork grease etc. will be the responsibility of the customer.
12. Insurance: It is the responsibility of the customer to obtain insurance to cover any damage, whether accidental or malicious, also loss or theft of the instrument during the rental period. Instrument insurance can be purchased through specialist companies which can be found on a Google search.
13. Termination: The customer shall have the right to terminate this agreement at any time. No refunds will be given for any period of unused rental during any term, even if the instrument has been returned to Hampshire Music Service.
14. It is the responsibility of the customer to return the instrument to Hampshire Music Service's central office, Rookwood Centre (SO50 4RJ), on termination of the agreement or at the end of the rental period.
15. Hampshire Music Service reserves the right to terminate this agreement with the customer if he or she has made any misrepresentations to us, whether or not recorded above, or if the customer moves address outside our service area, or if Hampshire Music Service decides within our absolute discretion that the instrument can no longer be efficiently serviced or maintained or for some other reason can no longer hire the instrument to the customer.
16. Complaints: Any complaints raised by the customer shall be dealt with in accordance with Hampshire Music Service's complaints procedure.
17. Governing Law and Jurisdiction. This agreement shall be governed by and construed in accordance with the law of England and Wales.