



Instrument Hire - Terms & Conditions

1. Terminology

- 1.1 **Instrument** refers to the item hired and all associated accessories provided by The Strings Club
- 1.2 **Period of Hire** refers to the duration in which The Strings Club has loaned the Instrument to the customer, usually:
- (a) 11 weeks for a Term-Time Course, where the child has not been re-enrolled onto a subsequent course by the Re-enrolment deadline
 - (b) 11 weeks for a Term-Time Course plus the subsequent holiday, where the child has been re-enrolled onto a subsequent course by the Re-enrolment deadline
 - (c) Up to 5 days for a Holiday Camp (days must be consecutive)

2. The Customer agrees to:

- 2.1 To treat the instrument as if it were their own
- 2.2 To care for the instrument in line with any advice issued by The Strings Club in any form
- 2.3 To note and record the Instrument No. of the Instrument hired
- 2.4 To supervise their child in the first period of use until the customer feels confident that they are safe to do so independently
- 2.5 The timely return of the instrument at the end of the Period of Hire

3. The Strings Club agrees to:

- 3.1 The provision of a high quality, appropriately sized instrument in full working order
- 3.2 A prompt response to and resolution of any instrument hire related queries
- 3.3 The replacement of any defective instrument in a timely manner
- 3.4 The fair and open discussion of any costs associated with instrument repair and/or replacement

4. Repair

- 4.1 The Strings Club will not charge for Repairs required as a result of *wear and tear* brought about by *proper use*
- 4.2 The Strings Club may charge for Repairs required as a result of *wear and tear* brought about by *improper use* (see 5.3)
- 4.3 The Strings Club reserves the right to deem what constitutes *proper use* and *improper use* on a case by case basis



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5. Damage

- 5.1 The Strings Club will charge for the replacement of any Instrument that we deem to have been Damaged beyond repair
- 5.2 Replacements will be made on a like-for-like basis
- 5.3 Charges will be made in line with the below:

Instrument	Item & Associated Cost		
	Instrument	Case	Accessories
Ukulele	Full size - £15	Full size - £2.50	-
Violin	1/8 size - £50 1/4 size - £50 1/2 size - £50 3/4 size - £70 Full size - £70	1/8 size - £25 1/4 size - £25 1/2 size - £25 3/4 size - £30 Full size - £30	Bow - £10 Shoulder Rest - £5
Guitar	1/4 size - £50 1/2 size - £50 3/4 size - £50 Full size - £50	1/4 size - £8 1/2 size - £8 3/4 size - £8 Full size - £8	Footstool - £8

- 5.4 Charges are only payable via card by calling Head Office on 0121 296 9204 within office hours.
- 5.5 Charges must be paid within 10 working days.

6. Liability

- 6.1 The Strings Club accepts no responsibility for any personal instruments or items brought to any of its activities (Holiday Camps, Term Time Courses, Parties, School Music Sessions, Free Events).

7. Refusal Of Service

- 7.1 The Strings Club reserves the right to refuse hire to any customers.

8. Examples

- 8.1 A selection of examples of *wear and tear* requiring Repair and/or Damage are listed below.



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Instrument		Examples of Repair <i>May incur a charge</i>	Examples of Damage <i>Will incur a charge</i>
Ukulele	Instrument	Broken string/loss of string Broken peg/loss of peg	Damage to the body or neck (chips, cracks etc.) that fundamentally alter and/or impair the instrument's function Snapped peg
Ukulele	Case	Broken zip	Damage to the body of the case
Ukulele	Accessories	-	-
Violin	Instrument	Broken string/loss of string Loss of sponge Bridge comes loose/off Loss of rosin	Damage to the body or neck (chips, cracks etc.) that fundamentally alter and/or impair the instrument's function Snapped peg or scroll
Violin	Case	Broken zip	Damage to the body of the case
Violin	Accessories	Worn bow Broken shoulder rest	Broken bow (snapped wooden section, broken frog, hair is snapped) Loss of bow Loss of shoulder rest
Guitar	Instrument	Broken string/loss of string Broken peg/loss of peg	Damage to the body or neck (chips, cracks etc.) that fundamentally alter and/or impair the instrument's function Snapped peg
Guitar	Case	Broken zip	Damage to the body of the case
Guitar	Accessories	Legs of footstool are warped	Loss of footstool