



Instrument hire terms and conditions (adult lessons)

These terms and conditions apply to customers hiring instruments who are:

- over 18 years old
- not currently a member of a Severn Arts youth ensemble

Availability

Instruments are hired subject to availability and where an instrument is out of stock, you will be advised of this upon receipt of your hire application.

Return

Return of instrument(s). The hirer is responsible for the instrument until the point at which it is returned to Severn Arts.

It is the responsibility of the hirer to ensure the safe return of the instrument to Severn Arts. The instrument will remain charged to the hirers account until its return is confirmed by the Severn Arts office.

Instruments must be returned directly to the Severn Arts office.

The hirer will be held financially liable for both the hire and full replacement cost of instruments not returned.

Ordering

Instruments must be ordered via the order form located on the Severn Arts website (www.severnarts.org.uk). Severn Arts is able to send out a hard copy order form to those without internet access (please request from the office).

After ordering your instrument, you will be notified when it is available to be collected.

Payment

Instrument hire is not linked to the provision of lessons and therefore will not be credited for missed lessons (the student/hirer is still able to practice).

Instruments will not be released until payment of hire and deposit has been received.



Care

Each instrument which is issued from our store will be in good playing order. It is the customer's responsibility to take good care of the instrument and return it to Severn Arts at the end of the hire period.

Accessories and consumables

Shoulder-rests, replacement reeds and strings, and other accessories and expendables are not included in the hire fee.

Consumables such as reeds and strings are able to be purchased from Severn Arts. Please contact the office by email with your request.

Repair

Instruments needing repair must be notified to the Severn Arts office. Routine maintenance and repairs are carried out by the Severn Arts workshop. Severn Arts will not reimburse customers who make their own arrangements for repairs to Severn Arts instruments.

Ownership

Instruments hired from Severn Arts remain the property of Severn Arts, and ownership cannot be sold or transferred by the hirer.

Insurance

The hirer must ensure that the instrument is sufficiently covered on their household insurance. Confirmation and/or a copy of the insurance may be requested by Severn Arts as a condition of hire.

Where theft or loss of an instrument occurs:

- The hirer must then report the incident to Severn Arts within 5 working days of the event.
- Severn Arts will charge for the replacement value of this instrument.
- Payment must be received before a replacement hire instrument is provided



Damage

Where an instrument is returned with excessive damage to the instrument, case and/or with missing parts (e.g. mouthpiece, bow etc), the deposit will be partially or fully forfeited.

Cancellation

Where hire is cancelled during a project or hire period, the hirer will be liable for the full project fee.