Royal Conservatoire of Scotland Piano Care Policy:

Each year it is important to reiterate the Conservatoire's policy on the proper care of our pianos. These guidelines are very easy to apply and should ensure that our pianos remain in top condition. This is the best advice for the care of pianos from our chief piano technician Jeffrey Shackell. Please take a few moments to read the following notes carefully.

1. **No liquids or foods can be placed on or near a piano! This includes unopened cans and covered coffee cups. Also, no liquids or foods are to be consumed in practice rooms, teaching rooms or performance venues.**
2. **Pianos are not to be moved by students! If a piano needs to be rearranged in a room, contact client services as they are the only ones authorised to move pianos within the RCS, along with senior members of the keyboard faculty. In the Stevenson Hall and Ledger Room, concert pianos being moved into and out of the storeroom must have their covers on to protect them from accidental damage.**
3. **Staff who sign out rooms or performing venues with pianos are responsible for the care of these pianos while under their supervision! Pianos must be left in the same condition they were found.**
4. **Steinway teaching and practice pianos should be closed and covered (if applicable) at the end of each day.**
5. **Avoid erasing pencil marks on scores over opened pianos or the keys. Simply move the score away from the piano to make any erasures on scores. (Debris from erasures can gum up the action.)**
6. **When setting up venues for performances, please give concert grand pianos on the stage plenty of space. Don't rush past these pianos with stands, instruments, chairs or any other equipment. Don't place chairs or stands too close to the pianos. Damage to the polyester finish of the concert grands is costly to repair. Conservatoire pianos are only serviced once a year. It is wasteful for the piano technicians to take time repairing large dents on the instruments when their time should be spent voicing and regulating the pianos for concert use. Also, as a public venue, we should not allow the pianos to be carelessly treated and damaged. Pianos with visible chunks of polyester missing sends out the wrong message to the public and performers.**
7. **Please report any problems with the pianos directly to the RCS piano tuning email address: pianotuner@rcs.ac. The tuner will attempt to resolve any issues as soon as possible or within one week.**

   Reminder: Liquid dropped inside a piano can destroy and instrument. Careless damage to any of our pianos is unacceptable.

   Consequences:
   - **Anyone found breaching the Conservatoire's Piano Care Policy may lose privileges to use or to book rooms with pianos.**
   - **These sanctions can apply to staff and students.**

- **Anyone who sees liquid or food on a piano; please take a moment to remind the user to remove these items from the piano, even if it is a member of staff.**
- **We all have a responsibility to maintain our pianos to the highest possible standard. Visitors and guest artists constantly praise the quality of our pianos. Let's keep it that way. Please stay vigilant.**

Your cooperation is greatly appreciated.

Professor Fali Pavri – Interim Head of Keyboard

Professor Aaron Shorr – Interim Director of Music

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