
PTA CONVENTION

15th & 16th May 2024. The Cedar Court Hotel, Harrogate



Cedar Court Hotel Harrogate
Park Parade, Harrogate, HG1 5AH
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Located in the heart of historic Harrogate, the Cedar Court Hotel Harrogate offers exceptional accommodation overlooking 200 acres of the pristine Stray parkland.

The property is a historical site in its own right, dating back to 1671 and sitting on the location of the town's first-ever hotel; our Harrogate hotel offers guests modern facilities and superfast Wi-Fi. Also, it is only a quick stroll away from some of the must-visit attractions in the city centre.

Join us at this venue to experience a range of technical classes, the chance to meet up with old friends and new make new acquaintances, along with our trade partners, exhibitors and sponsors.

Blüthner Pianos London. Gazelle.

Guildhall School of Music & Drama.

Kawai (UK) Ltd. Pianoforte Marwood. Yamaha Pianos.

A message from the President....

2024 sees the PTA Convention returning to Harrogate.

Once again thanks to the work of Roberta and the support of lecturers, manufacturers and suppliers. I am pleased to announce the publication of the 2024 prospectus.

I hope you find something to tempt you to attend whether it is the range of classes or the charm of this North Yorkshire Spa town, which lies between the Yorkshire Dales and the North York Moors National Parks.



Please note there are limited rooms available at the PTA competitive dinner, bed and breakfast rate which will be held until 17th April.

**To book a bedroom call the reservations team on 01423 858585 (opt1)
or email: reservations.harrogate@cedarcourthotels.co.uk.**

Quoting: PTACO240515-143707.

Bedrooms are fully pre-payable at the time of booking.

We look forward to seeing you in Harrogate.

Barry Caradine
PTA President

Wednesday 15th May				Thursday 16th May			
09:00 - 10:30	11:00 - 12:30	14:00 - 15:30	16:00 - 17:30	09:00 - 10:30	11:00 - 12:30	14:00 - 15:30	16:00 - 17:30
Class A Grand piano regulation, touch, weight and tone				Class E 40 plus ways to improve the treble			
Class B Upright Regulation Limited numbers		Class C Grand Regulation Limited numbers		Class F Psycho logical	Class G Pitchraising	Class H Voice hard hammers	Class K Manage time
Class D Kawai Hybrid Piano Maintenance				Class L On the road troubleshooting & repairs		Class M Grow with Gazelle	Class N Estimates that sell

AGM Wednesday 15th May @ 18:00hrs

Introducing a lecturer new to the PTA:

Willem “Wim” Blees started working on pianos in his dad’s shop when he was 12 years old. He started his full time piano service business in 1977 in St. Louis, Missouri. Then from 2001 – 2007 he was the piano technician for the University of Alabama. In 2007 he and his wife moved to Hawaii, and in 2021 he retired from full time piano work and moved to Florida.

Wim has given lectures at over 55 PTG seminars and conventions on a wide variety of subjects including tuning, repairing, rebuilding and business. In addition to writing numerous articles for the Piano Technicians Journal.

Class Descriptions



Class A - Grand piano regulation techniques to improve both touch weight and tone. - Speaker John Paul Williams (Senior Concert Technician Guildhall School).

A follow up talk to last years repair class, JP will give a detailed look into the grand piano regulation techniques that optimise touch weight and provide the basis of a full, solid and reliable tone. While primarily looking at grand piano regulation the class will also link how these techniques can be utilised to improve the understanding of upright piano regulation.

Class sponsor - Pianoforte Tuners' Association



Class B - Upright regulation - Speaker David Martin

With over 40 years experience, David is ideally placed to guide you through all aspects of action and keyboard designs and materials used past and present. This class will initially cover rudimentary action design principles to form a basic understanding for regulation. A guided 'hands on' regulation master class will follow this on a one octave model for which all aspects of regulation will be covered.

Class sponsor - Pianoforte Tuners' Association



Class C - Grand regulation - Speaker David Martin

With over 40 years experience, David is ideally placed to guide you through all aspects of action and keyboard designs and materials used past and present. This class will initially cover rudimentary action design principles to form a basic understanding for regulation. A guided 'hands on' regulation master class will follow this on a one octave model for which all aspects of regulation will be covered.

Class Sponsor - Pianoforte Tuners' Association



Class D - Kawai Hybrid Piano Technical Training - Speaker Nigel Walker

Nigel Walker - Head Acoustic Technician, Kawai UK, will demonstrate the technical skills needed to maintain Kawai Hybrid Pianos, meeting the needs of both the acoustic and digital elements.

Class sponsor - Kawai UK



Class E - 40+ techniques to improve a pianos treble voice - Speaker JP Williams (Senior Concert Technician at Guildhall School).

Often regarded as the most critical and challenging area to improve, this class will offer the more than 40 techniques JP employs to increase attack, sustain, projection and tonal balance in the treble frequencies 1000 - 2000Hz that can be used in the domestic setting or in the concert hall.

Class sponsor - Pianoforte Tuners' Association


Class F - Psychological trouble shooting - Speaker Willem Blee

Making repairs on a piano are not limited to the piano. Sometimes the problem lies with the customer. Learn how to work with customers in person and on the telephone, and how to handle their complaints.

Class sponsor - Pianoforte Tuners' Association


Class G - Pitch Raising, Myths & Facts - Speaker Willem Blee

A round table discussion on pitch raising, what works, what won't, and some of the untruths about massive pitch changes. Included will be a discussion of pitch raising techniques and charges.

Class sponsor - Pianoforte Tuners' Association


Class H - VOICING THE HARD PRESSED HAMMER - Speaker Willem Blee

What is not understood by a lot of piano tuners is that when pianos with hard pressed hammers are properly voiced, they will actually sound and play a lot better. Learn how to voice these beasts, and other voicing tips.

Class sponsor - Pianoforte Tuners' Association


Class K - MAKING THE MOST WITH YOUR TIME - Speaker Willem Blee

How much money you make depends on how much you charge. Learn how to set your fees and use your time efficiently. Included in the class will be a discussing of business ethics.

Class sponsor - Pianoforte Tuners' Association


Class L - On the road troubleshooting and repairs - Speaker Kevin Brice

In this class we'll have a look at common problems that you might encounter on your normal tuning round from creaking pedals to action, keys, and regulating dilemmas and how to fix them on site.

There'll be plenty of scope to wander off subject and have a laugh!

Bring your tools but not essential.

Class sponsor - Pianoforte Tuners' Association



**Class M - Grow with Gazelle - Speaker George Buss**

Learn how you can use Gazelle to save time, wow your customers, and grow your piano service business. In this lecture we will bring decades of business experience together to help you grow your business using the tools Gazelle offers like online scheduling, automated reminders, invoices, payment solutions, estimates, and more.

Class sponsor - Gazelle**Class N - Creating Estimates that Sell - George Buss**

You shouldn't have to feel like a pushy sales person to get your clients to choose to invest in their piano. Creating estimates that sell is all about staying true to who you are, avoiding the curse of knowledge, and utilising the full power of tools like Gazelle in your business.

Class sponsor - Gazelle

The Mentor Apprentice Program (MAP)

will be running in parallel with the convention. Thank you to Yamaha UK for the provision of instruments for tuning and repairs. Details of class events will be made available to those Apprentices attending via the MAP co-ordinator Brian Frost.

Category	Convention fee	1/4 Day Class	Half Day Class PM	Whole Day Class
PTA: Members Associates	£30	£45	£90	£180
Members of ABPT, IMIT, PTG & EP	£30	£45	£90	£180
PTA Students	£30	£20	£30	£60
PTA Apprentices	£30	£30	£45	£90
Special two day price for students attending classes on Wednesday & Thursday				£120
Non- members	£30	£60	£120	£240

Convention fee includes coffee, tea & biscuits during morning and afternoon breaks. Spouses / partners accompanying attendees are exempt. Please note the above PTA rates apply only to those whose Membership fees are paid up to date.

Accommodation rates are based on dinner, bed and breakfast per person, per night. The hotel has only 40 rooms which will be allocated on a first come first served basis.

Please book directly with the hotel quoting: PTACO240515-143707.

PTA 2023 Rate	
Single room (limited number)	£150
Double or Twin room	£192

**Book accommodation before 17th April 2024
to secure these prices.**

The (not so) small print:

- Attendance is open only to those who earn their living as a piano tuner / technician or are undertaking a technical piano course
- PTA Convention rates apply only to those whose Membership fees are paid up to date
- Completed class applications must be returned by **30th April 2024**
- Double convention fees apply on all late applications
- The 40 bedrooms are allocated on a first come first served basis and booked directly through the hotel. Full payment is taken at point of booking.
Phone the reservations team on: 01423 858585 (Opt1) or email:
reservations.harrogate@cedarcourthotels.co.uk quoting: PTACO240515-143707 . The PTA accommodation rate will lapse on **17th April 2024.**
- Classes are allocated on a first come first served basis
- Class spaces will not be allocated without payment
- No monies will be refunded after the closing date
- Confirmation of your booking will be made after the closing date

Booking classes

If possible please submit your booking through the PTA website.

Or return the booking form via email to convention@pianotuner.org.uk

Payment by BACS into BOS/Halifax. Account No: 06000951. Sort Code: 80-17-28.
Please remember to quote your PTA number as a reference.

If you are unable to book via email.

Please return completed booking form with your payment to the:
PTA Secretary - Mrs A Summers, 2 Harold Avenue, Hailsham, East Sussex BN27 1EL

Please make cheques payable to: Pianoforte Tuners' Association and use your PTA number as a reference on the reverse.

Please note there may be a delay in receiving postal submissions.

Thank you.