



Terms and Conditions 2021

** Last Updated 25 November 2020 **

1. Studio calendar outlines term dates, school holidays, public holidays and student free days, as well as early payment dates and reservation due dates for tuition. Lessons are not normally held during school holidays, public holidays or student free days. These dates will be taken into account when preparing your term invoice and you will not be charged for lessons on these dates. If in doubt, always refer to the studio calendar, available on the website, or tuition invoice, sent via email.
2. Written notice via email must be given before the end of the current term should you wish to cease enrolment for the following term. Once the school term has commenced, students are obligated to all lessons until the end of the term and lessons can only be credited towards the future and cannot be refunded.
3. The student's existing lesson time will be automatically reserved for the following term upon full payment before the reservation due date. Please send an email to request a change of lesson day and/or time.
4. Current tuition rates (Effective Term 3, 2020)

Lesson Duration	Early Payment Discount Rate*	Normal Rate#
20min	\$28	\$31
30min	\$38	\$41
45min	\$53	\$56
60min	\$68	\$71



5. Updated tuition rates (Effective Term 3, 2021)

Lesson Duration	Early Payment Discount Rate*	Normal Rate#
20min	\$29	\$32
30min	\$39	\$42
45min	\$55	\$58
60min	\$70	\$73

* Payment must be **received** before 5pm of early payment date to be entitled to the early payment discount rate. The same time slot will be automatically reserved. In the event that payment has not been received by the early payment date, the invoice will be updated and reissued to reflect lessons calculated at the normal tuition rate.

Payment must be **received** before 5pm of reservation due date to reserve the same time slot for the following term. In the event that payment has not been received by the reservation due date, your existing lesson day and time will become available for booking by other students.

6. Students are allowed ONE make-up lesson per teaching term for ANY reason such as sickness, school commitments, holidays etc. All other missed lessons (with or without notice for ANY reason) must be paid for in full.

- a. Make-up lessons must be rescheduled before the commencement of the following term and are strictly subject to the teacher's availability.
- b. If you are unable to attend the rescheduled make-up lesson for any reason, there will be no refunds, credits or extra make-up lessons.
- c. The make-up lesson allowance per term cannot be rolled over different terms.

7. If the teacher cancels a scheduled lesson, the student family may choose to have the lesson:
a) Rescheduled as a make-up lesson in the current term at no extra charge; or
b) Credited towards your tuition fees for the following term.
Please note the teacher's rescheduled lessons will not affect your term's one make-up lesson allowance.

8. Lesson time will not be extended for latecomers, so please aim to arrive a few minutes early. Families may wait quietly inside the studio during the previous student's lesson.

9. All students are expected to practise regularly and complete all assigned homework tasks. Practice duration will vary according to their level, but all students should be aiming for 5-7 short sessions of focused practice each week. Students must have convenient access to an instrument on which they can practise regularly. They will also need ready access to an electronic device at every practice session to play music backings and use the metronome.



10. From time to time, photographs and videos may be taken of your child in lessons or performance. You must give written notice via email if you do not allow this media to be used in marketing material for the music studio.
11. Vandalism or theft, whether accidental or otherwise, will not be tolerated in the studio. Please note there are CCTV surveillance cameras in the studio, and recorded footage will be reviewed and used to substantiate claims if necessary. Parents must not leave their other children unattended whilst in the studio.
12. Food and drink is not allowed in the studio, but bottled water is permitted. Please finish all food and drink outside the house and wash your hands before entering the teaching space. Apart from the teaching space and bathroom, all other areas of the house are out of bounds for students and their families.

