

# 2024 Studio Policies

## Lesson Attendance and Availability:

- Students must not attend lessons if they are sick and/or potentially contagious. Students are also expected to wash their hands before lessons.
- Flex weeks: While we schedule lessons for all 40 weeks of the school year, we only charge for 36 overall. This means that we can take up to 4 lessons off if necessary for sickness, absence, or other unforeseen events.
- If a student misses a lesson without notice it will be forfeited. If we have been given notice by the evening prior to the lesson you may request a reschedule, though this will be subject to availability.
- Public holidays are taught at our discretion. If we take the day off, we will provide an alternate day for a reschedule or use one of the flex weeks.
- If we must cancel a lesson ourselves, we will give as much notice as possible and either provide an alternate day for a reschedule or use one of the flex weeks.

## Practice and Parental Involvement:

- Students must have consistent access to a suitable piano or weighted keyboard to practice on for at least 5 days a week and are expected to practice at home regularly and thoughtfully.
- Parents are expected to be active participants by bringing students to their lessons on time with all their books and materials, helping with practice at home, chatting with us, reading emails, and reading their child's notebook to keep up to date.

## Membership Fees:

- The monthly membership fees for 2024 is \$190/month for 45-minute private lessons, \$165/month for 45-minute buddy lessons, and \$140/month for 30-minute private lessons. However, if you send us evidence that you have set up an automatic payment for the 1<sup>st</sup> of each month (from February to December), \$5/month will be deducted from the fees (coming to \$185/\$160/\$135 per month instead). If this is changed at any stage and the payment comes through later than the 1<sup>st</sup> (or the first business day after the 1<sup>st</sup>), the full amount will be due instead.
- Adult students (18+) can prepurchase packages of lessons at 5 for \$200, 10 for \$375, or 20 for \$700. These are 30-minute private lessons scheduled for a set day every week, during school hours (before 3pm). No-shows are counted towards the total number of lessons unless notice is given by the night before the lesson. Remaining lessons are not refunded if the adult student quits, but there is also no cancellation fee.
- The monthly membership fee is due on the first day of the month, and no later than the 7<sup>th</sup> of the month from February to December. If late without prior agreement, a \$10 late fee will apply.
- As the fee is an instalment of the overall yearly lesson cost, and not a reflection of the lessons and materials received in any given month, the fees remain the same every month regardless of the number of lessons that take place.
- Enrolling in lessons means that you agree for lessons to continue until the end of the year. If you wish to cancel partway through the year there is a cancellation fee of \$100, due by the end of the month of your last membership fee payment.
- There is a \$45 registration fee due within 14 days of submitting the 2024 Enrolment Form, to hold your place in our schedule, to cover a small part of the work we do in January scheduling and planning for the year, and to cover part of the cost of music and materials needed. If registration and payment is completed before the 10<sup>th</sup> of December 2023, this fee is discounted to \$35.
- Bank account number: 12-3167-0138451-00. Reference: Student's name.

