



## STUDIO POLICIES

These simple guidelines are what keeps my piano studio running smoothly and effectively, and ensures that all students are treated fairly and equally.

### **Payments**

- Payments will be made by bank transfer on or before the 1st of every month.
- The monthly payment amount is divided evenly over 12 months. Whether there are 5 or 2 scheduled lessons in a given month, the fee remains the same.
- Fees cover the cost of tuition and extra materials such as worksheets, handouts and digitally sourced music. Tuition books and optional events such as exams and festivals, will be paid for by the student/parent.

### **Schedule**

Lessons are scheduled at a mutually agreed time when the student begins lessons and at the commencement of each academic year thereafter. If a student wishes to change their lesson time mid-year this can be discussed on a case-by-case basis, however this is subject to availability and cannot be guaranteed.

### **Punctuality**

If a student is late this simply takes time out of the lesson, i.e. the lesson will start when the student arrives and will still finish at the same time.

### **Missed Lessons**

Missed lessons due to forgetfulness, illness or holidays are not refundable. Exceptions will be made for prolonged sickness and extenuating circumstances on an individual basis. There are four flex weeks accounted for in the tuition dates. This time off will be taken at my discretion. If for any reason I have to cancel more than 4 lessons, I will offer a make-up lesson at a different time, or if a suitable time can not be arranged, I will refund the fee.

### **Terminating Lessons**

If you wish to finish lessons, please provide one month's notice by email. Students will continue to receive the lessons they've paid for until the end of the monthly cycle when the termination will take effect. Refunds will not be issued.