

FRASER MUSIC STUDIO TERMS AND CONDITIONS

Effective from Term 1, 2023. By paying your invoice you agree to the following terms and conditions:

1.0 TUITION

- 1.1 Piano and theory lessons will take place for 41 weeks of the year.
- 1.2 Lessons will take place on public holidays unless otherwise indicated.
- 1.3 Exam students may require extra lessons before their exam.
- 1.4 Fees will be invoiced on a Studio term basis.
- 1.5 Term dates will follow NSW public school terms except for Term 1 which will begin approximately 1 week prior to the school commencing, and Term 4 which will end 1 week prior to the end of the school term. Terms 2, 3 & 4 always commence the Saturday before school returns. NB, we teach on pupil-free days. Term dates are listed on the Studio website.
- 1.6 All fees are due by week 2 of the piano term. Any late payments will incur a fee of \$10 per week until the fees are paid. We encourage payment by week 2 so we can focus on teaching and exam/concert preparation.
- 1.7 Notice of any variations to term dates will be given before the calendar year commences.
- 1.8 Allow approximately \$150 per year for purchasing resources such as music, etc.

2.0 REFUNDS

- 2.1 No refunds or transfers to another child will be issued.
- 2.2 No refunds will be given for the value of Creative Kids vouchers.

3.0 CREATIVE KIDS VOUCHERS

- 3.1 All Creative Kids vouchers must be submitted by week 1 of the term. The voucher must be emailed to your teacher.
- 3.2 No vouchers will be accepted after week 2 of the Studio term.
- 3.3 Vouchers cannot be submitted after term fees have been paid.

4.0 MISSED LESSONS - ILLNESS

- 4.1 Piano and private theory lessons missed due to illness will be made up during the current term, provided a doctor's certificate dated the day of the lesson is provided.
- 4.2 Advance notice includes:
 - 4.2.1 Morning lesson - contact your teacher before 7:00am on the day of your lesson.
 - 4.2.2 Afternoon lesson - contact your teacher prior to 2:00pm.
- 4.3 Group theory lessons missed will be made up during another scheduled group theory time, provided advance notice is given.
- 4.4 Makeup lessons:
 - 4.4.1 Lessons will be made up in the current term and only if a mutually convenient time for both the teacher and the student can be arranged.
 - 4.4.2 No lessons will be made up in the school holidays.
 - 4.4.3 Makeup lesson times cannot be changed once scheduled.
 - 4.4.4 Students who cancel their makeup lesson will not be offered another makeup lesson

5.0 MISSED LESSONS - SCHOOL COMMITMENTS/ HOLIDAYS

- 5.1 Students will only be given one makeup lesson per term in total for lessons missed due to either school commitments or holidays.
- 5.2 Students must give 2 weeks' notice for lessons missed due to school commitments or holidays.
- 5.3 For lessons missed due to school commitments, the student must provide a copy of the information letter from the school indicating the date of the commitment.

5.4 Makeup lessons:

- 5.4.1 Lessons will only be made up in the current term and only if a mutually convenient time for both the student and the teacher can be arranged.
- 5.4.2 Lessons will not be made up if the student cancels due to schoolwork, school exams, social commitments, tutoring, etc.
- 5.4.3 No lessons will be made up during school holidays.
- 5.4.4 Makeup lesson times cannot be changed once scheduled.
- 5.4.5 Students who cancel their makeup lessons will not be offered another makeup lesson.

6.0 MISSED LESSONS – TEACHER CANCELLATION

- 6.1 Any lessons cancelled by the teacher will be made up in the current term.
- 6.2 In exceptional circumstances the teacher may refund the missed lessons. This is at the sole discretion of the teacher.

7.0 EXAMS

- 7.1 No student under 18 will be entered for a piano or theory exam without the consent of the parent or guardian.
- 7.2 No student over 18 will be entered for a piano or theory exam without the consent of the student.
- 7.3 Studio teachers will recommend an examination suitable for each stage of the student's progress. The timing of that examination should be accepted by the student and parent/guardian.
- 7.4 Students who wish to sit for a Certificate or Diploma examination must agree to and sign the Certificate and Diploma Terms and Conditions

8.0 DISCONTINUATION OF LESSONS

- 8.1 The teachers of the Studio reserve the right to discontinue lessons for any reason, which may include lack of practise, unpaid fees, frequent absences from lessons, behavioural issues, failure to comply with the Studio Code of Conduct or Child Safe Policy by either the parent/guardian or student, and destruction or damage to Studio property.
- 8.2 4 weeks' notice is required if the student decides to discontinue their lessons. This notice assists in rounding off the learning experience which greatly benefits the student. When less notice is given, you will be charged a fee of up to 4 weeks' notice or part thereof.
- 8.3 No refunds will be given should the student terminate lessons before the end of the term.

9.0 POLICIES

- 9.1 All parents, guardians, and students over 18 are expected to read and abide by the Studio Code of Conduct and the Child Safe Policy.
- 9.2 The Terms and Conditions, Certificate and Diploma Terms and Conditions, the Code of Conduct, COVIDSafety Policy and Child Safe Policy can be found on the website www.frasermusicstudio.com.au

10.0 COVID-19 POLICY

- 10.1 Anyone attending the Studio is required to abide by the COVIDSafety Policy of the Studio.
- 10.2 Anyone who is not able to comply with the COVIDSafety Policy will be asked to leave the Studio immediately.
- 10.3 The COVIDSafety Policy can be found on the Studio website.