

## **MUSIC LESSON POLICIES**

### **Enrolment and Teaching Schedule**

Our piano lessons align with the four NSW public school terms, following the Department of Education school calendar, totalling ten lessons per term (forty lessons per year):

#### **2024 NSW School Term Dates**

<b>Term</b>	<b>First day for students</b>	<b>Last day for students</b>	
<b>Term 1</b>	Thursday 1 February 2024	Friday 12 April 2024	10 weeks
<b>Term 2</b>	Monday 29 April 2024	Friday 5 July 2024	10 weeks
<b>Term 3</b>	Monday 22 July 2024	Friday 27 September 2024	10 weeks
<b>Term 4</b>	Monday 14 October 2024	Friday 20 December 2024	10 weeks

- Lessons are scheduled weekly throughout the school term. Your lesson time remains consistent each week.
- If you require a time change, please contact your teacher directly. Please note this may not be possible and is subject to availability.
- There are no weekly lessons during School Holidays or on Public Holidays.

### **Punctuality Guidelines**

- Please arrive for your lesson in a timely manner. Due to scheduling constraints, lesson times cannot be extended if you arrive late.
- If you are running late or unable to attend due to reasons such as illness, traffic, injury, or other activities running over time, please inform your teacher by text or call.

### **Student Expectations**

- Students are expected to display diligence, integrity, politeness, and respect during lessons.
- Consistent practice is necessary for progress. Students are expected to practice regularly. The specific daily practice time will be determined with your teacher based on age and ability level. Parents are encouraged to supervise.
- Judith's Music reserves the right to terminate lessons if a student does not meet these basic expectations.

## **Illness**

If a student is too unwell to attend school, they are not well enough to participate in music lessons. For the safety of everyone, parents are advised not to send children to lessons if they are feeling unwell. If you are unable to attend your weekly lesson, please contact your teacher to schedule a make-up lesson.

## **Lesson Cancellations and Make-Up Lessons**

Make-up (rescheduled) lessons are offered in accordance with the policies outlined below:

- Please inform your teacher of planned absences at the start of the term.
- Notify your teacher of any cancellations at least 24 hours in advance via text or call.
- Less than 24 hours notice for cancellations will result in forfeited lesson fees, except in extreme circumstances (e.g. illness, injury requiring hospitalisation, family emergency).
- Forgotten lessons or missed lessons without notice will be forfeited, no exceptions.
- A maximum of three make-up lessons per term is allowed if your teacher is notified in advance.
- If your teacher is unwell or unavailable for your scheduled lesson, the lesson will be rescheduled or credited.
- Make-up lessons are a courtesy and must be organized before the last day of term ends in which lessons were missed. They cannot be carried over terms.
- Whilst your teacher will aim to reschedule missed lessons, availability for make-up lessons is not guaranteed.
- If you do not show up for your make-up lesson without notice, it cannot be rescheduled.

## **Payments and Invoicing**

- All students are invoiced for the full school term.
- Enrolments are automatically carried over to following terms to secure your day and time.
- Students are expected to fulfill all lessons charged on the invoice for the term. There are ten lessons per term (forty lessons per year).
- Fees for missed lessons in one term cannot be credited to the following term.
- Any issues with an invoice must be discussed before term commences. We are unable to offer credits or refunds due to conflicting circumstances, family trips, or personal events.
- No refunds are provided if you are unable to attend lessons without notice.

## **Discontinuation of Lessons**

Parents are required to give the teacher a four-week notice in writing by text or email. If a student withdraws once the term has commenced, no refunds will be issued for the remaining lessons of the term.

## **Termination of Enrolment**

Student enrolment may be terminated for the following reasons:

- Frequent absence from lessons
- Insufficient practice commitment
- Repeated failure to bring necessary materials
- Uncooperative behaviour
- Non-payment or consistent late payment of tuition fees

If your enrolment is ended for any of these reasons, a prorated refund will be issued for any tuition fees paid.

## **Liability**

We are not responsible or liable for any accidents, injuries, loss, damage, actions, claims, costs, or expenses that may arise during music lessons.

## **Lesson Fees Review**

Lesson fees are reviewed and may increase annually. If there is a change of lesson fee, parents will be notified four weeks in advance.