

CREDIT BASIS CLASS Terms & Conditions

1. FEES PAYMENT

- i) Fees are to be promptly pay at **last lesson** to secure a slot.
- ii) Studio reserves the right to amend Resource & Material Fee according to needs & projects for the term.
- iii) All fees paid are **non-refundable & non-transferable**.

2. LESSONS

- i) All lessons purchased are credit basis & **must be used within 10 weeks**. Strictly **no carry forward** lesson credit balance to next package.
- ii) Parents are advised to check studio's calendar & purchase lesson credits accordingly to plans.
- iii) Parents are responsible to keep track of lesson credits and arrange to attend classes accordingly before the stipulated time frame for credit expiration.
- iv) **Uninformed absence** for class will result in **lesson credit being forfeited**.
- v) Lesson credits purchased are non-transferable and non-refundable.

3. REPLACEMENTS

- i) There is **no replacement class** for credit basis class.
- ii) A "Reschedule Class" is offered if credits are unable to finish within the stipulated 10 weeks frame. Parents would need to request for existing available class schedule and make time to attend.
- iii) There is a strict 48 hours min. to inform & apply for a "Reschedule Class" for non-sick reasons & 24 hours min. to inform & apply for replacement for sick reasons with submission of M.C/proof.
- iv) Emergency cases are at the discretion of the teacher & management.
- v) "Reschedule Class" that has been confirmed, cannot be cancelled.
- vi) The parent/guardian/student is **responsible** to check studio's calendar.

4. STUDIO CALENDAR

- i) Parents/guardians/students will be responsible to check the studio's calendar via app or calendar hand-out for classes. Term holidays are stated in the calendar & notifications via app will also be send out one week before. There is **strictly no** replacements/refund for non-attendance for reason being unaware there is class.

5. LEAVE OF ABSENCE

- i) Students applying for a Leave of Absence of more than 4 weeks might not be guaranteed the same lesson slot. A **Retaining Fee of 50% of total fee** is required should the student wants to keep the lesson slot.

6. RESOURCE & ACTIVITY FEE

- i) A fee of RM40 is billed to parent every new credit package (applicable only to ECS, SMART 8, Music Explorers & Kindermusik classes only)
- ii) The Resource & Activity Fee covers the additional printed materials, music book library, stationery items, craft materials, additional online activity subscription, various percussions & music games to enhance the students' learning.

7. STUDENT PROGRESS

- i) A Whatapps Group will be opened to update parents weekly lessons. Parents are encouraged to support their child's learning by revising at home and working on assigned homeworks and practices.
- ii) Student Video Progress will be given periodically and as often as the teacher can manage.

8. PICK-UP & DROP-OFF

- i) The teacher & management will not be held responsible for any accidents before & after the lesson. Parents & guardians are encouraged to drop & pick-up student not more than 10 mins before & after class.
- ii) Kindly inform management should a different person (not parent or usual guardian) is picking-up the student.
- iii) The studio practises a strict pick-up & drop-off. Should the parent wishes to speak to the teacher, an appointment can be made through the administration.

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