

INDIVIDUAL MUSIC CLASS Terms & Conditions

1. FEES PAYMENT

- i) Fees are to be **promptly pay in full by 12th of each month**. A **penalty charge of 25%** is impose on total fees due if fees are carried forward to following month.
- ii) **Proof of payment is to be uploaded unto our app.**
- iii) All fees paid are non-refundable & non-transferable.
- iv) **December fee is collected in advance** in July.

2. LESSONS

- i) All lessons are conducted in accordance to Studio's calendar (see Item No. 4 for Studio Calendar)
- ii) **No lessons** are conducted **on Term Holidays & Studio's Acknowledged Public Holidays.**
- iii) **Uninformed absence for class** will result in class being **strictly forfeited** and not eligible for replacement.
- iv) Participation in Annual Recital/Concert is considered as ONE lesson. Participation is not compulsory but highly encouraged.
- v) Students are encouraged to **select slots that they are able to commit to**. The Management of the Studio reserves the right to adjust the slot of the student or convert the student's class to credit basis if the student is frequently unable to attend lessons and replacement arrangements.

3. REPLACEMENTS

- i) There is an allowance of a **max. 3 replacements each term** with valid reason.
- ii) There is a **strict 48 hours min.** to inform & apply for replacement **for non-sick reasons & 24 hours min.** to inform & apply for replacement **for sick reasons with submission of M.C/proof.**
- iii) Emergency cases are at the discretion of the teacher & management and is limited to the allocated max. 3 replacements each term.
- iv) Replacements arranged can only be **cancelled ONCE** and for **medical reasons only** with submission of M.C/proof and informed 24 hours before scheduled replacement.
- v) All replacements must be applied via Studio's app (except emergencies-via Whatapps).
- vi) The Management of the Studio reserves all rights to approve or refuse the replacement request and to dictate the manner of the replacement (an assigned replacement teacher/combined group class replacement for individual lessons etc.)
- vii) Parents/Guardian/Student are to **informed the Studio well in advance (at least 1 month prior) for any planned absences** (absences due to long holidays/special circumstances) so that replacements can easily be scheduled in the Studio's Term Breaks that are opened for replacement. There is strictly no cancellation of fee/amendment/pro-rate for such circumstances.

4. STUDIO CALENDAR

- i) Term holidays are stated in the calendar in our app and calendar hand-outs.
- ii) The Studio take break 3 times in ONE year without replacement – Chinese New Year, Hari Raya and Christmas (about 1 week).
- iii) There are 3 terms per year : Term 1 (Jan – April) , Term 2 (May – August), Term 3 (Sept – Dec).
- iv) There are roughly 4 lessons per month. No lessons conduct on 5th week UNLESS as stated that they are opened for Replacement Classes.
- v) There are 45 lessons in ONE year.
- vi) The parent/guardian/student is **solely responsible** for keeping track of lesson dates, holidays and replacement class schedules.
- vii) There is **strictly NO** replacements/refund for non-attendance for reason being unaware there is class.

5. TERMINATION OF CLASS

- i) One month (FOUR weeks) notice is required for all class withdrawal. Deposit of fees can be used to contra the following month's fees or returned.
- ii) Students with outstanding fee of more than 1 month (FOUR weeks) & given 3 notifications will have their class terminated and deposit used to offset the outstanding fee.

6. 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.

7. RESOURCE & FACILITY FEE

- i) A Resource & Facility Fee is billed to parent twice a year (January & July) regardless of enrolment date.
- ii) The Resource & Facility Fee enables the Studio enhance the students' learning by providing:

Music Book Library

Enables teachers to browse through an extensive collection of Music Story Books & Composers, Repertoires & Contemporary music books for students to learn. Student is able to use photocopies instead of buying the entire book if they are just playing 1 or 2 pieces. This helps cut down the amount of books the student need to purchase.

Online Subscription

Teacher has access to the numerous music scores, learning apps & games the Studio subscribe to enhance the students' learning experience.

Extensive Percussions & Music Games

High quality percussions & creative music games to enhance the music learning experience for the students.

8. STUDENT PROGRESS

- i) Student Progress Report is given to parents/guardians once a year.
- ii) Student Video Progress is shared to parent as often as teacher could with a min. of once every term to share learning updates & to celebrate milestones achieved.

9. 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.