

## GROUP MUSIC CLASS Terms & Conditions

### 1. FEES PAYMENT

- i) Fees are to **be promptly pay in full by 12<sup>th</sup> 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.
- 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/Event 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**.

### 3. REPLACEMENTS

- i) There is an allowance of a **max. 3 replacements each term**. Each replacement request must be accompanied by a 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) 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.
- i) Emergency cases are at the discretion of the teacher & management and is limited to the allocated max. 3 replacements each term.
- ii) All group class replacements that has been scheduled **cannot be cancelled**.
- iii) Replacement classes that have been confirmed and agreed will be notified via Whatapps and updated on the App.
- iv) All replacements must be applied via Studio's app (except emergencies-via Whatapps).
- v) 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.)
- iv) 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 5<sup>th</sup> 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 & ACTIVITY FEE

- i) A fee of RM45 is billed to parent every term (January, May & Sept).
- 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.

#### 8. 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.

#### 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.