

Terms and Conditions

(Updated 20 July 2022) These terms and conditions are effective immediately upon your enrolment for paid tuition. If you have any questions, please do not hesitate to contact me on 0432 419 121, or preferably in writing via email (msserenamak@gmail.com).

1. PAYMENT AND RESERVATION

Payment of your tuition invoice before the due date secures your existing lesson day and time for the following term. Failure to pay by the due date releases your lesson day and time for other paying students to reserve. If you are unable to pay the full amount of tuition by the due date, please contact your teacher to discuss payment options.

2. CANCELLATION OF ENROLMENT

Following tuition payment, weekly and fortnightly students are obligated to all lessons until the end of the paid period. Lessons can be credited towards the future with no expiry, but cannot be refunded. Your enrolment must be cancelled with written notice (email) for the following term before you make payment.

3. PUBLIC HOLIDAYS

If your lesson falls on a public holiday or student free day, your teacher will be in contact to schedule an alternative lesson day/time. If a suitable lesson day/time cannot be arranged, you will be credited the missed lesson value towards your following term of tuition.

4. SCHOOL HOLIDAYS

The school holiday period is reserved for catching up missed lessons from the school term period. For this reason, lessons are not normally held except upon special request.

5. LESSON CANCELLATION POLICY

Weekly students have an allowance of TWO catch-up lessons per term for ANY reason.

Fortnightly students have an allowance of ONE catch-up lesson per term for ANY reason.

e.g. Some students take a week off piano lessons during busy assessment periods at school, and schedule a catch-up lesson during the school holiday period. Other common reasons for missing a lesson include school camp, extracurricular events, appointments, and sickness.

You can also schedule a catch-up lesson within 7 days before or after your missed lesson, subject to the teacher's limited availability. This missed lesson will NOT count towards your term allowance for catch-up lessons.

For catch-up lessons that fall under the term allowance, these are usually scheduled during the two-week school holiday period immediately following the term, subject to the teacher's limited availability. No catch-up lessons for missed catch-up lessons for ANY reason.

Any missed lessons outside of the term allowance are automatically forfeit.

Casual students have no catch-up lesson allowance, but can flexibly reschedule their lesson for ANY reason with written notice (email or text) up to 6 hours prior to their original booking. After that there is strictly no rescheduling and no refunds.

In the unlikely event of a teacher cancellation, student families may choose to reschedule the lesson or have the lesson credited towards next term's tuition.



0432 419 121



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||: SERENA MAK :||

ABN 51 414 453 224

6. HOME ROUTINE & SETUP

Practice: Students are expected to practise regularly at home and complete all assigned homework tasks. Duration will vary depending on student levels and learning goals, but all students should aim for 5-7 short and focussed sessions of home practice each week to consolidate their in-lesson learning.

Equipment: Students must have ready access to a suitable practice instrument at home before commencing paid lessons - a portable electronic keyboard without weighted keys is only suitable up to the first 12 months of lessons. Students will also need easy access to an electronic device that can play musical backings and/or function as a metronome. For this reason, it is ideally a separate device from the parent or guardian's phone.

7. IN-STUDIO BEHAVIOUR

Punctuality and Preparation: Lesson time will not be extended for latecomers, so students should aim to arrive a few minutes before their scheduled lesson time. Families may wait quietly inside the studio during the previous student's lesson. Please sanitize hands upon arrival, before entering the teaching space, and especially after food and drink. You may freely access the open sink immediately outside of the toilet, or you may use the hand sanitiser provided at the entrance of the teaching space.

Vandalism or Theft: Parents and guardians must not leave any child unsupervised on studio premises. All areas outside of the studio room and the toilet are strictly out of bounds. Whether accidental or otherwise, vandalism or theft will not be tolerated. CCTV surveillance cameras are installed, and recorded footage will be reviewed to substantiate claims if necessary.

Food or Drink: Bottled water is permitted but finish eating and drinking outside before entering, as no other food and drink should be brought into the studio. Any rubbish that may have traces of food and drink must NOT be disposed in the studio bin - please take the rubbish home with you.

General Hygiene: You will need to wash and dry your hands thoroughly after using the bathroom or blowing your nose into a tissue. Feel free to use the open sink immediately outside of the toilet, or you may use the hand sanitiser provided at the entrance of the teaching space.

WIFI: All members of the student family may access the free WIFI during lesson time. Please ask your teacher for the current login details.

Massage Chair: Only adult members of the student family may operate the massage chair during lesson time. If there is no more sitting space in the studio, a child may sit in the massage chair - no standing, jumping, bouncing or any other similar behaviour.

8. MEDIA

Photographs and videos will be taken regularly during lessons and special studio events for the primary purpose of learning and documenting student progress over time.

Photographs and videos may also be recorded for the purpose of creating public marketing material for the music studio. You must give written notice (email) if you do not wish to grant permission for your collected media to be used for this secondary reason.



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