



MONICA HAWORTH

voice & piano tuition

STUDIO POLICY TERM 1 2021

1. Payment

- a. Term lessons may only be purchased as an 11-week package. Your lesson dates are clearly stated on your enrolment form.
- b. Payment will be accepted by bank transfer only. My bank details are provided on your invoice.
- c. A two-week lesson deposit must be paid prior to the commencement of the Term to secure your allocated time slot.
- d. **Term fees must be paid by the due date indicated on your invoice** to secure your time slot for the Term.
 - i. A late fee will apply to students who fail to pay by the due date.
 - ii. If payment is not received within two weeks from the start of the Term, lessons will be discontinued until full payment (including late fee) is received.
- e. **Term fees must be paid in full upfront unless by prior arrangement.** The following will be underlined if it applies to you:
 - i. If paying in partial payments (2 week deposit + 2 x 4 week blocks), two-week deposit must be paid by the due date on your invoice to secure your allocated timeslot, then subsequent block payment must be received at least 1 week in advance for lesson spot to be held.
 - ii. If paying per lesson, two-week deposit must be paid by the due date on your invoice to secure your allocated timeslot, then subsequent weekly/fortnightly payment must be received at least 24 hours in advance for lesson spot to be held. If payment is not received by this time, your lesson will not be held, and your spot may be given to another student.
- f. Payment for casual lessons must be received at least 24 hours before scheduled lesson time.
 - i. All casual lessons must be prepaid, payments after the lesson has occurred will not be accepted.
 - ii. If payment is not received at least 24 hours before scheduled lesson time, your lesson will not be held, or will be rescheduled to a later date.

2. Attendance

- a. **Attendance at all scheduled lessons is expected.** Missed (no-show) lessons will not be reimbursed, credited, or carried over to future terms.
- b. All students will be granted one (1) make-up lesson per term.
- c. Please provide at least 24 hours' notice, where possible, should you need to cancel a lesson.
 - i. If 24 hours' or more notice is given, a make-up lesson will be scheduled at a mutually convenient time.
 - ii. If less than 24 hours' notice is given, a make-up lesson is not required, but may be considered depending on availability in my schedule.

- iii. If cancelling due to sudden illness, an additional make-up lesson may be considered depending on availability in my schedule.
- d. If you cannot attend your lesson in person but still wish to take your lesson, a Zoom lesson will be arranged.
 - i. Please give at least one (1) hour's notice so that a Zoom lesson can be scheduled.
 - ii. Please make sure you have a fast internet connection on a reliable device.
 - iii. Zoom lessons must take place in a quiet area, free from distraction.
- e. Lessons that fall on a public holiday will be rescheduled at a mutually convenient time.
- f. Any lessons cancelled by me will be rescheduled at a mutually convenient time.
- g. The following COVID-19 precautions will be in effect:
 - i. Only students attending their lesson will be allowed inside the house and studio. All parents/guardians and other family members/visitors must remain outside. I am happy to chat to you in the yard.
 - ii. If you are unwell, please stay home. I will be happy to schedule a Zoom lesson or organise a make-up lesson when you are well.
 - iii. All students must use hand sanitiser on entering the house and avoid touching surfaces where possible.
 - iv. If you are forced to miss a lesson due to government-mandated isolation and cannot attend a Zoom lesson, a make-up lesson will be scheduled at a mutually convenient time.
- h. All students and visitors must wear shoes to and from lessons.

3. Discontinuing Lessons

- a. Minimum four weeks' notice is required if a student wishes to discontinue lessons. **This must be in writing.**
 - i. Payment is required during this period even if lessons are not taken.
 - ii. After this period, any remaining lessons which have been paid for may be refunded in **exceptional circumstances.**