

CELLO DREAMING TEACHING STUDIO

PAYMENT, CANCELLATION & RESCHEDULING, CREDIT LESSON POLICY

Tuition is booked per term (8-10 weeks) and adheres to state school calendar with all federal and state holidays observed. The assigned scheduled time slot is the student's time to keep for the academic year. If your lesson falls on a public holiday, another time slot will be offered to you.

Payment for tuition is in advance and payment method for your account is to be agreed upon by both student and teacher; at the start of every lesson via cash (please ensure you have correct change), per term or monthly instalments via internet transfer or cash per lesson.

Invoices are sent via e-mail 2-3 weeks prior to the start of the new term with your agreed payment plan and method and booked time slot for the term. Please check all dates and contact me immediately if you are unable to make any lesson.

Students, parents/guardians must contact via phone call (email not accepted) of a lesson cancellation a minimum of 48 hrs notice prior to assigned lesson time. If at least 48 hrs notice is given, a rescheduled/ make-up lesson will be given at the earliest possible date. If less than 48 hrs notice is given, students will be charged for the scheduled lesson and no make-up lesson will be assigned. There are no exceptions to this policy.

LESSONS AND SCHEDULING

At the end of the year, students will be asked to fill out a lesson request form accommodating new activities and weekly school activities. Lesson scheduling will be given to returning students wishing to keep their previous lesson day and time and to those who return the form and / or e-mail on time.

Please refer to the online studio for the most current up-to-date information and other deadlines and events that may be of interest to you.

If you arrive more than five minutes early, please understand that you the lesson does not start until your scheduled time. If you are running more than five minutes late, a courtesy phone call or text message is always appreciated. Your lesson may immediately follow or precede another student's lesson; therefore you can only expect to have the right amount of scheduled time if you arrive on time.

PRACTICE POLICIES

Students will progress quicker and enjoy their lessons more if they observe the following **minimum** guidelines for practicing;

5 practice sessions per week is expected and recommended for all students

- Beginners – 30 minutes per day (2 X 15 minute sessions is acceptable)
- Intermediate – Students on grade 3 AMEB and above – 45 minutes per day
- Advanced – Students on grade 6 AMEB and above – 1 hour (minimum) per day
- Students preparing for college, university and or/competitions or exams - 2 hours (minimum) per day

TERM PAYMENT PLAN

Students taking regular lessons may choose to pay tuition in full for each term. Tuition is set to the number of lessons and weeks per state school term.

- 1 Students paying for full term's fees must pay in full before or in the first lesson of the term.
- 2 The academic year consists of 43 weeks of lessons spread over four terms.
- 3 If payment is not received on or before the first lesson of each term, a \$25 late fee will be added for each week payment is not received.
- 4 If payment is not received by the second lesson of the term, the student will not receive that lesson or any further lessons until payment is made.
- 5 If payment is not received within thirty days of the first lesson of the term, the regularly scheduled lesson time will be forfeited and potentially assigned to other current or waiting list students.
- 6 If the student, teacher or parent terminates lessons before the end of the term, payment will not be reimbursed.

STUDENT ATTENDANCE POLICY

Consistent attendance at lessons is expected and necessary to progress at any level. Those students who commit to regular weekly lessons get the most enjoyment out of their new skills and progress more quickly especially if supported by consistent practice at home. It is the student's responsibility to provide notification of absence.

Any lesson missed by the Student shall be paid for unless otherwise agreed with the Teacher. If the Teacher is unavailable to give any scheduled lesson due to illness or other circumstances, the lesson will be carried forward to another agreed date. If this is not possible, any fee already paid will be refunded or used to pay for a future lesson.

EXCUSED ABSENCES

- 1 To be excused from a lesson, the student (or parents) must contact the teacher more than 48 hours in advance.
- 2 Each student is allowed TWO excused absences from lessons per term that are eligible for re-scheduling or credit lessons. After two excused absences in a term, missed lessons will not be rescheduled and payment must be made for booked scheduled lessons, regardless of attendance.
- 3 In cases of sudden illness or emergency and with less than 24 hours notice students must phone (not email) and if possible 24 hrs before the scheduled lesson time. Lessons will be charged regardless of sudden illness.

UNEXCUSED ABSENCES

- 1 Cancelling a lesson with less than 48 hours notice will result in an unexcused absence and the student (or parents) will be charged for the lesson in question
- 2 Unexcused lessons will not be rescheduled, credited, or refunded.
- 3 Emailing (without also phoning) to cancel a lesson with less than 48 hours notice will result in an unexcused absence, regardless of the reason for the absence.
- 4 A failure to give notice about an absence such as - no phone call, no show – will result in the student paying a \$20 fee in addition to the usual cost of the lesson in question.

- 5 Habitual absences or a repeated failure to follow these conditions may result in permanent termination of lessons.

RESCHEDULING AND CREDIT LESSONS

As the teacher

If a conflict in my diary should arise with a student's lesson, I will give the student notice about this as soon as I can. Should I need to cancel a lesson due to illness, I will call the student (or parent) as soon as possible before the scheduled lesson time. In either of these situations, I will do one of the following;

- Reschedule the lesson during that week in conflict at everyone's convenience or at a suitable opportunity during the term.
- Credit the paid lesson to next terms tuition if no suitable alternate time is found.

As the student

Students are allowed to reschedule or credit TWO of their excused absence lessons per term, provided the student (or parent) adheres to the absence notification policy. After two excused absences in a term, missed lessons may not be rescheduled and payment must be made regardless of attendance for all scheduled lessons. Excused absence lessons must be rescheduled and made-up within thirty days, or credited into the next term. If a scheduled make-up lesson is missed or cancelled by the student, a second make-up lesson will not be offered.

HOLIDAYS AND EMERGENCIES

I observe all public holidays and term dates correlate with the Queensland state school calendar. In extreme weather or local emergency situations, lessons will be cancelled at the teacher's discretion. Paid lessons will be credited or rescheduled as soon as possible.

SHORTENING OF LESSONS

Should a student arrive for a lesson unprepared, without their music or instrument or bow or lacking sufficient practice, I reserve the right to shorten or cancel the lesson at the student's expense. I have set aside my time to teach, therefore a lack of preparation is a lack of respect for my time.

TERMINATION OF LESSONS

A decision to discontinue lessons may be taken by the Student/Parent/Guardian or the Teacher in which case four (4) weeks written notice shall be given by the party seeking to discontinue. In the event that the Student discontinues lessons with insufficient notice, the Student/Parent/Guardian will be liable to pay fees for those lessons not taken during the notice period. Changes to this effect will be made at the end of the school term. If lessons are terminated by the student and or teacher before the end of a tuition payment plan i.e. monthly / term plans, payment will not be reimbursed.

Grounds for the teacher to terminate lessons:

- 1 If a student is not following the studio policies as described in this policy.
- 2 If a student has a routinely poor attitude.
- 3 If a student has perpetual absences or consistently fails to notify me of absences using the absence policy outlined in this policy.
- 4 If a student is repeatedly unprepared for their lessons.

Lessons will be terminated for the reasons listed above or at the discretion of the teacher if the situation does not improve after one written warning. If the student has an unpaid balance of account, due for more than thirty days, lessons will be terminated immediately and the balance will be required to be paid in addition to any late fees and charges occurring.

I have read, understood and will observe the policies detailed in the studio policy.

Signed here by the Student/Parent/Guardian: _____

Signed by the Teacher: _____ **Date:** _____

(*This agreement should be completed and signed by a Parent or Guardian of the Student if the Student is under 18)