

Both Worlds School of Music Policies

Scheduling:

Lessons run parallel to the NSW School Term:

Term 1: 29/01/2014 – 11/04/2014

Term 2: 29 /04/ 2014 – 27/06/2014

Term 3: 15/07/2014 – 19/09/2014

Term 4: 07/10/2014 – 17/12/2014

Public Holidays:

In the past, the majority of students have been unable to attend lessons on public holidays. Until this changes, public holidays that fall on a weekday during a school term will not be included in the total term fees. However, lessons can be arranged and one off payments will be organised separately. A reminder note will be sent out a couple of weeks prior to a public holiday in case the student is still able to attend a lesson.

Time Slots:

Once a time slot has been booked and payment has been received, the student is guaranteed that time slot for the term. If this is to be changed in the middle of a term the school must be given a weeks paid notice. This is so a new time slot can be rescheduled and any loss of lesson time for both the student and teacher can be minimised.

If a time slot is to be rescheduled for an upcoming term please let the school know at least a week prior to the start of the new school term.

Lesson Cancellation/Make Up Lessons:

- 1) The only time slot that can be absolutely guaranteed is the student's regular time slot(s).
- 2) 48 hours notice must be given to be eligible for a make up lesson. No refunds will be given for a cancellation with less than 48 hours notice.
- 3) A scheduled make up lesson cannot be 'made up' or rescheduled once booked.
- 4) It is the student/parents responsibility to schedule a make up lesson. We will do our best to reschedule a time that is suitable for both student and teacher.
- 5) Make up lessons have an expiry date of 2 weeks after the cancelled lesson. If the make up lesson has not been booked and attended within two weeks of the cancelled lesson then the make up lesson will be forfeit.

Rock Band Lessons:

Rock Band Lessons depend on all of the members of the band attending. A lesson can still be fun and educational with as little as two members attending (providing it is not all the time) but any less than that is no longer productive for anybody involved. Students are required to bring their own instruments (drums and keyboards excluded) and should be in the habit of bringing their own picks, straps, leads and books.

No refunds or make up lessons will be made available to individual students who fail to attend 'Rock Band' lessons.

Payment

We accept Cash, Cheque or Direct Deposit/Bank Transfers.

All details will be provided on the student's invoice for the term.

Fees are to be paid in full prior to or during the first week of term. Families with multiple children attending lessons may pay the term in five week installments. Please inform 'Both Worlds School of Music' in advance if this is required.

Fees must be paid in a clearly marked envelope if paying cash or cheque. Fees paid by direct deposit should clearly state the student's name and term details in the transaction description.

Fees that are not paid by the due date (first week of term or by week 6 if the term is being paid in five week installments) will incur a late fee of 10% every week it is not paid. Failure to pay three weeks after the due date will result in the student's lesson time opening up and becoming available to other students.

Withdrawal from 'Both Worlds School of Music':

If a student wishes to stop lessons during a teaching term, 4 weeks paid notice must be given and the remainder of the term fees will be refunded.

A student wishing to stop lessons after a term is completed must inform the school at least a week before the start of a new term to avoid paying the 4 weeks paid notice.

General Code of Conduct

Students attending 'Both Worlds School of Music' should:

Be on time, prepared for lessons and have the appropriate equipment.

Respect all teachers and fellow students and their property.

Respect the right of other students to learn.

General Conduct cont.

Respect all 'Both Worlds School of Music' property, equipment and learning resources.

Respect other businesses in the building by keeping noise to a minimum while in the waiting area or within the building.

Understand that they will be liable for any damage to equipment.

Have fun and try their best during their music lessons!

Student Pick Up and Drop Off

Waiting Area:

Students attending multiple lessons in a day or have siblings also attending lessons may have to wait for up to an hour. Both Worlds School of Music cannot directly supervise students in the waiting area and does not encourage students waiting around long before or after their lesson.

Parents/guardians accompanying a student to lessons is allowed greater communication with their teacher about their progress.

Unsupervised students who are disruptive in the waiting area will be asked to wait outside. Serial offenders will have their parents/guardians contacted.