

SCHOOL POLICIES AND PROCEDURES

1. Attendance

If a student arrives late to their scheduled lesson, the lesson will end at the usual time. If in the event a Teacher is late to the lesson, loss of lesson time will be made up.

2. Payment Policies and Procedure

All music lessons are booked on a term-by-term basis and cannot be transferred to another student.

Fees will be calculated according to the number of weeks (lessons) per term. Public holidays will be excluded from the fees so no extra charge will be made and the fees worked out accordingly.

Fees are to be paid in the following method:

- Invoices for payment will be issued via a nominated email account. This invoice can be paid via Credit Card or Bank Transfer. Details for bank transfers are outlined on the invoice. Payment for the following term is due before the end of the current term.

Any amendments to the invoice must be made before the due date.

3. Cancellation and Makeup Lessons (Private Lesson Students)

We require at least 24 hours notice for all cancellations of lessons. If students have to cancel their normal scheduled lesson and sufficient notice is provided, students are offered a maximum of two (2) makeup credits for a full term of enrolment.

- Makeup credits are used to schedule makeup lessons
- Makeup credits do not roll over to the subsequent term.

- We do not refund any missed/cancelled lessons.
- The scheduling of makeups will be based on the mutual availability between the teacher and student, and are scheduled as either of the following: during the school holiday period that follows the school term, as an extra lesson during the week or an extension of lesson time if scheduling permits.
- Makeup lessons that have been scheduled cannot be rescheduled, despite notice being given.
- If the student misses the makeup lesson, it cannot be rescheduled or refunded.

To cancel a lesson, please complete a student absence form:

<https://www.cantabileschoolofmusic.com.au/studentabsence>

If in the event the teacher has to cancel or miss the normal scheduled lesson, every effort will be made to arrange a substitute teacher or to provide a makeup lesson. If in the event a makeup lesson cannot be scheduled, and a substitute teacher cannot be provided, a lesson credit will be applied to your next term's invoice.

Please note excessive cancellation of lessons may jeopardise the student's allocated lesson with their teacher.

4. Cancellation and Makeup Lessons (Group Lesson Students)

We require at least 24 hours notice for all absences to be eligible for a makeup credit. If sufficient notice is provided, a makeup credit may be offered.

Please note the following:

- Makeup credits are used to schedule a makeup class
- Makeup credits must be utilised within the current term.
- There are no makeup classes for group lessons during the school holidays.
- The availability of a makeup class is dependent on the school's schedule. If you decide not to use the makeup credit, it will be considered forfeited.
- Makeup credits do not roll over to the subsequent term.
- We do not refund any missed classes or makeup credits.
- Any makeup credits not utilised within the current term will be considered forfeited.
- Makeup classes that have been scheduled cannot be rescheduled, despite notice being given.

- If the student misses the makeup class, it cannot be rescheduled or refunded.

For all student absences - please complete this form:

www.cantabileschoolofmusic.com.au/studentabsence

If in the event the teacher has to cancel or miss the normal scheduled class, every effort will be made to arrange a substitute teacher or to schedule a makeup class. If in the event a makeup class cannot be scheduled, and a substitute teacher cannot be provided, a lesson credit will be applied to your next term's invoice.

Please note excessive cancellation of lessons may jeopardise the student's allocated lesson with their teacher.

5. Discontinuing lessons

Students are considered an ongoing enrolment unless a Withdrawal Form is received. To discontinue lessons and all subsequent charges, a withdrawal form must be submitted.

A withdrawal form can be found at: www.cantabileschoolofmusic.com.au/withdrawal

Verbal notice given to the teacher will not be acted upon and is not considered sufficient unless a withdrawal form is submitted.

Upon submission of the withdrawal form, lessons will cease for the following term. Any lessons for the remainder of the term will not be refunded regardless of attendance.

We strongly advise students to engage in music lessons for at least one term before assessing their suitability.

6. Tuition timetable

The School follows the term dates of the Victorian State School timetable. Please refer to our term dates to see how many weeks (lessons) are in each term. Note that the number of weeks/lessons in each term may differ according to the day chosen for your music lesson.

7. School Holidays

The school is open during the school holidays with the exception of a two-week closure at the end of the year and public holidays.

Music lessons during the school holidays are optional and will be paid separately to the term fee payment. This payment should be made upfront at least or within one week prior to the school holiday period commencing. Fees in the school holiday period are prorated.

No makeups or refunds will be issued for any missed or cancelled lesson scheduled for the school holidays.

8. Care of Students

The school is not responsible for providing before or after class care for any students. Students under the age of eight should not be left unattended at any time on school premises. Students are expected to follow a code of behaviour at all times while on such premises. Damage to any property of such premises or inappropriate behaviour will not be tolerated and the student will be subject to dismissal from the program without refund.

9. Open Door Policy

Parents are always allowed to sit in on lessons. No classroom door is ever locked.

10. Injuries

Parents, legal guardians and all students waive their right to any legal action of any injury sustained on school property resulting from normal lesson activity, or any other activity conducted by the student or their siblings before, during or after lessons. This includes hearing loss or hearing damage. The School is not responsible for any damage caused to vehicles or items stolen from vehicles.