

Kids on Key Instrumental Students Program Conditions



- There are 8 lessons per term and fees are payable in advance. Parents who choose to pay via direct debit will receive a \$5 per student discount on tuition fees each term (you can submit a direct debit form via the website)
- If tuition fees have not been paid 7 days prior to the start of each term a \$10 late fee will be charged. Students will also not be allowed to attend lessons if payment is not received by the end of the 2nd week of each term.
- All enrolments are automatically continued from one term to the next and from year to year. If you wish your child to withdraw from the program, written notice is required at least 2 weeks prior to the end of the term. If official notification is not received by this time, you will forfeit your initial holding bond of \$25. (Please note that the holding bond will be credited to a nominated bank account if the required notice is given and bank details are supplied). All students who continue with music lessons until the end of grade 6 will automatically be credited the \$25 holding deposit in their final term of music lessons.
- If your child misses any lessons due to illness or personal leave, you will still be required to pay the full term's tuition. Once the term fees have been paid no refunds will be given.
- All students are entitled to 2 make-up lessons per term if they miss a lesson, regardless of the reason. **In order for make-up lessons to be applicable, parents need to personally inform their child's music teacher via email or text, no later than 8am on the day of the missed lesson. Parents need to state the reason for their child's absence and also include a make up lesson request at this time.** Your child's music teacher will then be in touch with you to arrange a make up lesson time. Advance notice is also required for lessons missed for school reasons ie. swimming, excursions etc. as we are not always informed of all events

happening within the school. If advanced notice is not received by this time the lesson will still be charged for and no lesson credits or refunds will be given. The only exception to this is when parents have no prior knowledge of a school event which may prevent their child from attending their music lesson. If this occurs please inform me personally.

- Parents can choose to have either a face to face make up lesson or an online make up lesson through ZOOM.
- All lessons are 30 minutes duration except in the following circumstances:
 - a)** When there is only one remaining duo student (normally there are 2) the lesson will become a 20 min private lesson.
 - b)** When there are only 2 remaining group students (normally there are 4) the lesson time will be 20 minutes.
- Some schools charge a room usage fee. If this fee applies to your school it will appear on your term invoice and parents only pay part of the room usage fee charged. Please contact the office if you would like to find out which schools this fee applies to. The room usage fee will apply from term 1 2021. For all new enrolments this fee will be charged from the 2nd term of enrolment.
- In the final lesson of the year all students participate in a concert instead of their regular lesson.

Online Instrumental Students Additional Requirements

- Access to a device to use for their weekly online lessons – either a computer, laptop or tablet (due to the size of an iPhone this is generally preferred as a back up option only).
- Minimum internet speed of 10 MBPS.
- Zoom Video calling software installed (teacher can assist with setting this up).
- A tool, desk or tablet holder so the device is positioned securely.

- Students need to make sure their device is fully charged prior to each lesson.(If a student does not have a charged device make up lessons will not be given).
- If a student's instrument requires tuning this needs to be done prior to the start of the lesson.

Beginner ABC Music Program Conditions (only available at selected schools)

- The Beginner ABC Music program runs for 16 weeks over 2 terms & fees are payable in advance. Students will also not be allowed to attend lessons if payment is not received by the end of the 2nd lesson of term.
- If your child misses any lessons due to illness or personal leave, you will still be required to pay the full term's tuition. Once the term fees have been paid no refunds will be given.
- All students are entitled to 2 make-up lessons per term if they miss a lesson, regardless of the reason. **In order for make-up lessons to be applicable parents need to personally inform their child's music teacher either by text or email no later than 8am on the day of the missed lesson.** Your child's music teacher will then be in touch with you to arrange a make up lesson time (see teacher contact details below). Advance notice is also required for lessons missed for school reasons ie. swimming, excursions etc. as we are not always informed of all events happening within the school. If advanced notice is not received by this time the lesson will still be charged for and **no lesson credits or refunds will be given.** The only exception to this is when parents have no prior knowledge of a school event which may prevent their child from attending their music lesson. If this occurs please inform me personally.
- Some schools charge a room usage fee. If this fee applies to your school it will appear on your term invoice and parents only pay part of the room usage fee charged. Please contact the office if you would like to find out which schools this fee applies to. The room usage fee will apply from term 1 2021.

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