

For office use only

Data
T/T
Invoice
Sign



Class: _____
Teacher: _____
Day/Time: _____
Trial Date: _____

Alla's Music Studio

ENROLMENT FORM

A \$35 Enrolment Fee (per family) must be paid to Alla's Music Studio with the lodging of the enrolment form(s)

STUDENT: First Name _____ **Surname** _____

Date of Birth _____ / _____ / _____ (DD/MM/YYYY) School year _____

Musical Instrument/s _____

What level are you up to? Beginner Intermediate Advanced AMEB Level _____

Which would you prefer? Group lesson Individual lesson

Preferable Day(s) _____ Preferable Time(s) _____

Do you need to hire an instrument? No Yes.

If Yes, please specify which instrument you would like to hire: Keyboard Violin Guitar:

PARENTS: Contact Information

Mother _____

Occupation _____

Father _____

Occupation _____

Phone (Home) _____ (Mob) _____ (Work) _____

Emergency contact _____ Ph. _____

Email Address _____

Home Address _____ Post Code _____

Where did you hear about Alla's Music Studio?

Online: Website Facebook Twitter LinkedIn Google Search Kidspot

School Newsletter **What is the name of the school?** _____

Other (Please Clarify) _____

Can I have your permission to make a photo or recording of child performance for promotional purposes? Yes No

ALLA'S MUSIC STUDIO - TERMS AND CONDITIONS

1. Payment of Fees

Clients are **required to provide full payment of fees for pack of lessons before a permanent class** position will be allocated. Please contact administration on 9942 4066 if you wish to make other arrangements.

Alla's Music Studio will **not provide a refund on cancellation of lessons**, however, the paid lessons are redeemable for any family member or friend within the year.

2. Make Up Lessons

In order to maintain the highest quality of music lessons for all students, Alla's Music Studio will make every effort to re-schedule lesson(s) when required. Prior notice of at least **24 hours** must be provided of an absence to qualify for re-scheduling of a lesson*. With a late notification of absence, the lesson can be re-scheduled given that a valid medical certificate is provided. Only two, 30 minute make-up classes for missed lessons can be entered into the system at any given time. Any additional missed lessons (given 2 outstanding missing lessons) will not be redeemable. Make-up lessons are not transferable from year to year and refunds for further missed lessons are not available. Please note that that the make-up lessons may be scheduled with a different teacher. **Extensions on pack start and end dates are not possible.** Missed lessons must be either made up, or credit for missed lessons will be given in the next pack (only in cases when makeup lessons cannot be arranged). No more than 2 lessons can be credited for any pack of lessons. This applies to all classes throughout the year, including during school breaks. If a make-up lesson is arranged and a new enrolment is booked on the same slot later, then priority will be given to the new enrolment and the current student will be offered another timeslot for the make-up lesson.

If the lesson is cancelled due to a teacher absence the students will be notified by SMS, e-mail or phone. In this case, a make-up lesson will be arranged either with the original teacher or a different teacher. This is subject to negotiation.

If a replacement teacher is available, the lessons will continue as scheduled and we will notify you by email. The replacement teacher will be up-to-date with all the material that was given to the student by his/her original teacher.

Where several lessons in a row are missed due to serious medical conditions, a credit toward lessons to be taken next pack of lessons may be granted. A valid medical certificate must be provided. All such credits must be used in full during the next pack of lessons and cannot be redeemed for cash. In regard to make-up lessons, a refund of fees is not available under any circumstances.

***This make-up lesson policy only applies to individual instrumental classes, group instrumental classes which consist of student's from the same family and morning group classes for pre-school aged children. We do not provide make-up lessons to group instrumental classes with children from different families**

3. Replacement Teacher

If your teacher, for any reason, abruptly discontinues his/her teaching at Alla's Music Studio during the school year, we will make every effort to organise a replacement teacher to take over the classes for the remainder of the year.

When organising a replacement teacher, a refund will **not be given** unless there is no replacement teacher available to take over the classes.

4. Late Start

When a lesson is started late due to a student's late arrival, the lesson will be completed on time and no make-up time will be offered.

When a lesson is started late due to a teacher's late arrival, the lesson will be completed on time and a make-up lesson for the time that was missed will be offered.

5. Trial Lessons

Alla's Music Studio offers all new enrolments, who are interested in taking **individual music classes**, a trial lesson. The trial lesson is a single, non-lock in music class and must be paid on the day of the arranged lesson.

The charges of the trial lesson are that of the official prices for music classes at Alla's Music Studio (as advertised on our website and brochures). **No trial lesson is provided for instrumental group classes with children from different families.**

If you decide to further pursue music classes after the trial lesson, we will invoice you accordingly. If, however, you decide against attending any classes, then there will be no further charges.

6. Long Leave

If you will be going on a long leave (e.g.: holidays or business trips) during the year, the timetable slot for your lesson will not be retained for you. The allocated slot for your lesson can be reserved for you only if **50% of the fees (for the time period of the leave) are paid.**

7. Feedback (Compliments, Suggestions, Complaints)

All Staff and Teachers at Alla's Music Studio aim and wish to provide you and your children the best possible service. We take any complaints about our services very seriously and will implement the proper measures to resolve any issues that have arisen in a reasonable time frame. Any compliments or suggestions will always help us improve the quality of our services. If you are, at any time, unsatisfied with any part(s) of our services that we provide, please contact Alla (Director of Alla's Music Studio) to further discuss the matter.

Parent's Signature: _____

Date: _____