

# ALLA'S MUSIC STUDIO - TERMS AND CONDITIONS

Alla's Music Studio operates throughout the year from week 3 of January till week 3 of December without breaks excluding Public Holidays.

## 1. Payment of Fees:

Clients are **required to provide full payment of fees for the Pack of 10 Lessons before a permanent class position will be allocated.** A one-time enrolment fee of \$45 per family must be paid with the lodgement of the enrolment form(s).

## 2. Cancellation of classes:

**For a permanent cancellation of classes, we must receive a minimum of 1 weeks' notice.** If this minimum notice is not given, an automatic invoice for the next pack of 10 lessons will be emailed to you. Alla's Music Studio will not provide a refund on cancellation of lessons under any circumstances however, the paid lessons are redeemable for any family members or friends or via a Birthday/Christmas voucher. The lessons must be redeemed within one (1) year from the discontinuation of lessons.

**3. Late payment Fees:** Alla's Music Studio may levy a late payment fee of \$10 in addition to the outstanding amount if the payment for a lesson pack is not received by the due date.

## 4. Make-Up Lessons for individual instrumental lessons:

To ensure the highest quality of music lessons for all students, Alla's Music Studio will make every effort to reschedule lessons when necessary. **To be eligible for rescheduling a lesson, clients must provide at least 24 hours' prior notice of their absence.** In the event of a late notification (less than 24 hours), the lesson may be rescheduled only if a valid medical certificate is provided. Only two missed lessons (with 24-hour notification or late notification where a medical certificate is provided) can be rescheduled at any given time. If a make-up lesson(s) cannot be accommodated, a maximum of two missed lessons within a Pack of 10 lessons will be credited towards the next invoice. This policy applies to all classes throughout the year, including during school holidays. If a make-up lesson is arranged and a new enrolment is booked for the same time slot, priority will be given to the new enrolment, and the current student will be offered another time slot for the make-up lesson. If a lesson is cancelled due to a teacher's absence, students will be notified by SMS, email, or phone. In this case, a make-up lesson will be arranged with either the original teacher or a different teacher, subject to negotiation. If a replacement teacher is available, the lessons will continue as scheduled, and the replacement teacher will be up to date with all the material that was given to the student by their original teacher. If several lessons in a row are missed due to serious medical conditions, provided that a medical certificate is presented, an extension of the Pack of Lessons will be given according to the number of dates stated in the medical certificate.

Refunds of fees for make-up lessons are not available under any circumstances.

**5. Group lessons:** Group instrumental lessons can be organized within family only. Members of family must be at the beginner level. Group Preschool Program (Kinder Beat Percussion, Kinder Beat Piano): children from different families can join in group class only after **Trial assessment lesson.**

**Make-Up lessons:** We offer make up lesson for **group instrumental lesson only.** The same policy as for individual lessons applies.

**Preschool Program group lesson:** If one student from group lesson is absent with 24-hour notice the missed lesson will be deducted from student's new invoice. Only 2 missed lessons due to absence with 24-hour notice can be deducted from each invoice. If you are going away for more than 2 weeks with 24-hour notice, your Pack of 10 lessons will be extended by the number of missed lessons and your slot will be secured only if invoice is paid in full before leaving.

**6. Replacement Teacher:** If your teacher discontinues their teaching at Alla's Music Studio for any reason during the school year, we will make every possible effort to arrange a replacement teacher to take over the classes for the remainder of the year.

## 7. Late Start:

If a student arrives late for a lesson, the lesson will still end at the scheduled time and no extra time will be provided to make up for the time that was missed. If a teacher arrives late for a lesson, the lesson will still end at the scheduled time, but a make-up lesson will be offered to compensate for the time that was missed.

## 8. Trial Lessons:

Alla's Music Studio offers a trial lesson for new enrolments. This is a single, non-committal lesson that must be paid on the day of the scheduled lesson. **On-going lessons must commence the following week after the Trial Lesson.** The fee for the trial lesson will be based on the official prices for music classes at Alla's Music Studio, which can be found on our website and brochures. Once your booking has been confirmed, a confirmation notice with an invoice for the trial lesson, the full Pack of Lessons and an enrolment fee will be sent. If you decide to continue with music classes after the trial lesson, a full payment for the Pack of Lessons and enrolment fee will need to be made before the first on-going lesson. However, if you choose not to attend any classes, there will be no further charges.

**9. Long Leave:** In the event of a prolonged absence exceeding 2 consecutive weeks (such as holidays or business trips), please note that the lesson slot in the timetable cannot be reserved for you unless a full payment for the Pack of Lessons is made. The total amount of missed lessons will be transferred to the end of the paid Pack of Lessons as an extension.

## 10. Feedback (Compliments, Suggestions, Complaints):

At Alla's Music Studio, our staff and teachers strive to offer you and your children the highest level of service. We take all complaints about our services seriously and make every effort to resolve any issues in a timely manner. Your feedback is valuable to us, and any compliments or suggestions are greatly appreciated as they help us improve the quality of our services.