

Full Terms and Conditions for The International School of Music

Enrolment

- Enrolment is expected for a **minimum of one term**, however we encourage you to enrol for one year's lessons, as music is a process, and it takes time to fully develop the basics and get a true idea of your child's capabilities and enthusiasm.
- Students are automatically re-enrolled each term in their current time and class. If there are changes to your class time, you will be notified by the director.
- If you wish to make changes to your child's time, this must be requested in writing by the end of the term. We will do our best to accommodate your request, but please understand this may not be possible depending on the timetable and is subject to availability.
- Invoices are sent out via email at the end of week 8. It is your responsibility to check with the music school if you haven't received your invoice at the end of the term.

Fees

- All fees are to be paid on or before the listed date on your invoice.
- A \$25- late fee will be applied where payment is not made by due date, unless there are extenuating circumstances (which need to be communicated to the Director in writing).
- Fees are to be paid in cash to the Director, or by bank transfer (see details on invoice). Bank transfer is preferred.
- No refunds or credits are given if you miss a lesson or withdraw your child partway through the term.

Course Material

- Each student must purchase their own new copy of the course material (including the music downloads). This is a condition of our licensing as a school in the International School of Music network.
- Course material cannot be shared with friends and family (condition of ISM licensing).

Timetables

- Priority is given to group lessons prior to 5:30pm (for afternoon classes). Where the time slot is needed for new classes, it is expected that any private students currently at an earlier time will move to a later time in the evening.

Absentee Policy

- Please notify us of absence by text or email.
- We do not credit or refund lessons, *except where the teacher is absent and a relief teacher cannot be present.*
- Lesson times are reserved for your exclusive use and are mutually arranged and agreed upon, to be held at the same time, place and day each week. It is your responsibility to attend the class at the given time. If you choose to miss your class for any reason, no credit is given.
- Due to the nature of group classes NO credits, refunds or transfers are offered for missed lessons as class times are scheduled and arranged at the beginning of term at a time convenient for you.
- Catch-ups are not mandatorily offered by ISM. We understand sometimes things happen outside of your control and you are unable to make it to class, however we offer catch-ups as a courtesy, and this is subject to time and/or teacher availability.
- Catch-ups *will not be considered* under the following circumstances:
 - Lessons are missed due to any reason other than illness or extenuating circumstances
 - Where the lesson is missed due to voluntary reasons (ie, choosing a different activity over your class)
 - You have missed a previously arranged catch-up lesson

Withdrawal Policy

- The efficiency of the music school rests on our timetable. Any late changes can affect the structure of the classes and therefore the viability of the school.

- Requests for changes must be made to the school Director *in writing* immediately.
- Notices of changes must be made *no later* than the final week of term, or *week 8 if withdrawing your child*. This allows us adequate time to make any adjustments to the timetable for the following term.
- Changes requested after this date may result in the forfeiture of part or all of the following term's fees.

Studio Closures

- The studio runs according to the public school term dates for South Australia. We do not hold classes on public holidays.
- If your lesson is cancelled by the school due to unforeseen circumstances, fees for those lessons will be credited to you or a 'make up' lesson time will be rescheduled (subject to teacher's availability, at a mutually agreed upon time).

Public Holidays

- The studio is closed on all official public holidays for the state.
- Allowances for these public holidays are accounted for in your invoice prior to sending them out. If you are accidentally charged for a public holiday, that lesson will be credited to you, or a lesson may be rescheduled if mutually agreed upon.

Classroom Policies

- No siblings are allowed in Pianorama classes (excepting where children are under 5 years of age).
- Please ensure shoes are not muddy when entering (if so, they may be removed prior to entering classroom).
- No food or drinks in classroom. Water bottles are permitted, however they must be placed on the floor, in an area not near a powerpoint.
- Mobile phones are to be turned off or on silent. If you must answer or make a call, please leave the classroom until you are finished.
- Please keep noise to a minimum, as other children are present as well as your child(ren), and this allows them all to have the best learning environment possible to foster their music skills.
- Students must be picked up at the time their lesson finishes.

Class Behaviour

- Disruptive behaviour will not be tolerated, and anyone who demonstrates such behaviour may be asked to leave at the discretion of the teacher and/or Director. Fees for that lesson are forfeit and no catch-up will be offered.
- No students are allowed to leave without an accompanying parent or guardian.