

## STUDIO POLICIES 2020

### Teaching period

- Teaching occurs in 40 weeks over a 10 month period from February to November each year.
- Students may attend optional workshops in the holidays which are included in standard fees.
- Additional lessons during holidays may be booked and paid for on an individual basis.

### Fees

- The all-inclusive fee is an annual charge which holds your spot in my teaching schedule, covers the cost of tuition and administration as well as books, resources and games.
- Optional events (such as exams) will be paid for by the student/parent.
- Payments are made in advance and are due in the first week of each payment period.

### Fee Payment Options

- The all-inclusive fee is an annual charge which can be paid by instalments. You can choose to pay using any of these options:-
  1. Annual fee paid in full
  2. Annual fee split over 2 payments due at the beginning of each semester (February and July)
  3. Annual fee split over 4 payments due at the beginning of each term (February, April, July, and October)
  4. Annual fee split over 10 payments due at the beginning of the month (February, March, April, May, June, July, August, September, October, and November)
- The annual fee is not an hourly rate nor a per lesson or per monthly fee. It is the same regardless of how many weeks are in each payment period and how many lessons are given each payment period.
- Payment can be made by bank transfer or cash.

### Lesson Times

- Lessons are scheduled at a mutually agreed time when the student first joins Dragonfly Days Piano Studio and remain the same at the commencement of each year thereafter.
- If a student/parent wishes to change their lesson time mid-year this can be discussed on a case-by-case basis. This will be subject to availability and cannot be guaranteed.

### Missed Lessons

- I do not offer make-up lessons or refunds if a student does not attend a lesson.
- If a student/parent knows in advance they will miss a lesson, they should inform me by text or email, as soon as possible so I can organise a recorded or live online lesson so they do not miss out on learning.
- Fees include two flex weeks which I may take off, if required, at my discretion.
- If for any reason I need to cancel more than these two flex weeks, I will offer a make-up lesson
- In the case of continued social distancing restrictions, lessons will be online via Zoom.

### Being on time

- If a student is late, the lesson starts when the student arrives and finishes at the regular scheduled time.
- For lessons in a student's home:- if the student is late, I will wait for 10 minutes. If the student arrives within this time, the lesson will proceed and finish at the regular scheduled time.

### Practice Time

- Students will make better progress if they practice.
- Parents/carers can support practice by setting a regular time each day and removing distractions.
- Remember if you're not sure about something or have a question, please give me a call 😊  
Sue – 0432 473 099

