



*Inna Kogan's*

## MUSIC SCHOOL

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## SCHOOL POLICY

*Note: Inna Kogan's Music School and its Administrators will hereby be referred to as "The School".*

I, \_\_\_\_\_ agree to the following:

### IKMS term dates

Lessons will be scheduled by The School in accordance with the state primary term dates and with consideration of both students' preferences and the availability of teaching staff.

If a scheduled lesson coincides with a statutory public holiday, the lesson would take place as it would if there was not a public holiday. The standard **24**-hour notice rule applies for cancellations during holiday periods.

Lessons will not be conducted during the state primary school vacation periods; however special arrangements can be made in extenuating circumstances.

### Payment policy

Tuition fees for individual lessons must be paid in full for each term in advance, no later than **14**-days since the commencement of the school term. Failure to pay in time results in the 5% late fee, added after that period. Failure to pay the fees after 4 weeks of term results in suspension of all further lessons until such fee is paid in full.

If individual tuition is cancelled indefinitely prior to the end of a term, no refund will be given for the lessons remaining to the end of that term.

All group lessons fees must be paid in full and are not refundable once the term had commenced.

If a student is away for a large portion of term, full term fee must be paid if parents want to secure the same time slot when they return.

Invoices for each new school term will be distributed during last two weeks of a previous term and via email address(es) supplied at the time of enrolment. Families are responsible and are urged to notify The School about any email, phone number or address changes as soon as they occur. Administration does not take responsibility for emails not been delivered in time, overlooked or lost due to change of email address school administration have not been aware of.

The school will review tuition fees at the beginning of each calendar year and reserves the right to apply an increase at that time in accordance with general inflation and other relevant market factors.

## Cancellation policy

It is the student's responsibility to keep to the schedule and to attend lessons on time.

If an individual lesson is to be cancelled, notice must be given to the school office or to the student's teacher at least **24** hours in advance of the scheduled lesson start time.

Lessons will be re-scheduled and made up only for the advanced notices of 24 hours or more and only for the reasons of school camps, sickness (medical certificate might be required) or extreme family circumstances. The teacher will organise and conduct a replacement lesson at the mutually convenient time, discussed with and agreed by parents. Failure of student to appear for the make-up class will result in forfeiting the lesson and the tuition cost for that lesson charged.

All lessons cancelled without adequate notice or the outlined above reason will be forfeit and the regular tuition fee charged.

In case of a notified absence, the regular tutor will provide a **maximum of two (2)** lesson timeslot options based on their availability. If no mutually suitable make-up lesson time can be attained, The School reserves the right to schedule a make-up lesson with another qualified staff member on a different day according to the time available for the week.

Make up lessons cannot be re-scheduled and cannot be carried to the subsequent term. Failure to attend a scheduled make up lesson will result in the lesson and fee forfeit.

Each family will only be allowed **one re-scheduling** per term.

All lessons missed by the teachers will be definitely made up at the once scheduled and mutually agreed time.

The School reserves the right to amend the regulations of this policy at any time, and will notify all policy signatories of any amendments as they occur.

Parent/Guardian/Student signature: \_\_\_\_\_ Date: \_\_\_\_\_

Last Revised: 17<sup>th</sup> December 2021