

JULEE-ANNE BELL VOCAL STUDIO

POLICIES AND PROCEDURES

INTRODUCTION

This information is intended as a guide to assist both me and my students to keep my studio running smoothly. I have instituted the following policies to ensure the stability of my business. As of January 2020, I will be strictly adhering to these policies.

LESSON TIMES

- ✚ Lessons will be taught during the entire of the Queensland state school term, excluding the last week of term 4, unless otherwise stated.
- ✚ Lessons will still take place on public holidays, student free days, or any other extraordinary holidays unless otherwise stated.
- ✚ Failure to attend lessons on these days will result in a forfeited lesson unless appropriate notice has been given.
- ✚ Appropriate notice is set down later in these policies.

FEES

- ✚ Minimum fees chargeable are set down by the Music Teachers' Association of Queensland. These rates are updated from time to time to reflect the rising cost of services.
 - ✚ In 2020, fees will be set at \$40 for a half hour lesson, \$60 for a forty-five-minute lesson and \$80 for a one-hour lesson, providing that students are enrolled for weekly lessons.
 - ✚ If students wish to have fortnightly or less frequent lessons, fees will be \$45 for a half hour lesson, \$67.50 for a forty-five-minute lesson and \$90 for a one-hour lesson,
 - ✚ Zoom or remote lessons will be charged at the higher rate.
- A fee will be charged if students wish me to attend their examination with them as either an accompanist or a support person.
- ✚ Fees for examination attendance will be \$40 for an accompanied exam and \$20 for a supported exam.

ACCOUNTS

- ✚ Accounts are due at the end of the week before the commencement of each term. These accounts can be paid by cheque, cash or electronic funds transfer via the internet. If paying electronically, funds must be in my account by the due date.
- ✚ Students paying on a weekly, fortnightly or monthly basis will need to have money in my account before their lesson or cash at the time of their lesson. **All policies regarding missed or forgotten lessons will apply to lessons paid incrementally or in cash.**
- ✚ Unless otherwise discussed, no exceptions will be made to these policies. If payment is not received by the due date, lessons will not be given until payment is received.
- ✚ Lessons missed due to non-payment will be charged as normal, but they will not be redeemable as a makeup lesson.

FINANCIAL DIFFICULTY

- ✚ In the case where fees are unable to be paid by the due date stated on the invoice or where incremental or cash payments are unable to be made, It is the student/parent's responsibility to discuss this with me as soon as possible, preferably at the end of the previous term, so that suitable financial arrangements can be made.
- ✚ It will not be appropriate for payments to be made at random points in the term unless a discussion has been had at or before the first lesson of the term.

MISSED LESSONS

- ✚ Students/parents must notify me no later than 8 am on the day of their lessons for afternoon lessons and 6 pm the night before for morning lessons if they will be unable to attend at their appointed time to receive a make-up lesson.
- ✚ Except in the case of sudden, serious illness, accident or family bereavement, lessons will not be made up if adequate notice is not given.
- ✚ **Forgotten lessons will not be made up under any circumstances.**
- ✚ In the case of teacher unavailability, lessons will be made up at a time convenient to both parties.
- ✚ If a make-up lesson is subsequently cancelled by the student, this lesson will be forfeited.
- ✚ Students may obtain credits for lessons missed by the teacher but they must make up lessons missed by the student. This will only be relaxed in special circumstances such as a prolonged and serious illness.

Student and/or Family Illness

- ✚ If a student has any type of communicable or contagious illness, it is mandatory that the student not attend lessons.
- ✚ This also applies to parents or siblings who come to lessons with the student.
- ✚ I have a husband with a compromised immune system and so I try to keep illnesses out of our home wherever possible.
- ✚ The usual rules for missed lessons apply to illness.
- ✚ If a student arrives and is ill, I reserve the right to send them away and the lesson will be forfeited.

CONTACT

I am most easily contactable on my mobile number.

- ✚ I am also able to be reached by email for matters requiring discussion.
- ✚ **Not being able to contact me is therefore not an excuse for missing a lesson.**

LATE ARRIVALS

- ✚ As my timetable is completely full, lessons will need to finish at the appointed time even if the student is late.
- ✚ If the student following your lesson is late or is not coming then the lesson will be able to continue for its appropriate duration.

Termination of lessons

- If a student/parent wishes to terminate lessons during the term, a minimum of two (2) weeks' notice must be given to the teacher.
- The teacher may terminate lessons at any time if the student/parent fails to follow the policies set down in this document or behaves in a way so as to make the teacher unable to continue to teach the student.

CHANGES TO THESE POLICIES

- ✚ Any changes to these policies will be given in writing and will be posted in the Facebook group for students and on the studio's website.
- ✚ These changes will take effect at the time of issue.

Declaration

Please print and return this form.

I have read and understood the policies and procedures set down by Julee-anne Bell Vocal Studio and I agree to abide by them.

STUDENT's NAME: _____ SIGNATURE: _____

DATE: _____