

## **Terms and Conditions**

### **Individual Instrumental Lessons at Musical Minds**

*By purchasing lessons at Musical Minds, you agree to the terms and conditions of sale.*



### **Fees**

#### **Individual Lessons**

Paid per term. Based on the number of weeks in a term. Equates to \$40 per lesson.

Paid per semester. Based on the number of weeks in a semester. Equates to \$40 per lesson.

**Public Holidays** – No lessons are scheduled or paid for on Public Holidays.

### **Trial One off Lesson**

#### **Individual Lessons**

One off payment of \$40 per trial lesson

A one off lesson can only be booked once and cannot be rescheduled.

Scheduled by Musical Minds where available. This may not necessarily be your ongoing time/day. Our policy is a necessity to ensure a stable working environment for our dedicated team of teachers.

### **At the Lessons**

Please arrive for your lesson in a timely manner. A waiting area where parents can sit during the lesson is provided. Due to scheduling constraints, lesson times will not be extended if arriving late.

### **Lessons & Tuition**

#### **Individual Lessons**

Lessons are 30 minutes in duration for individual lessons. Lessons are individual. One teacher to one student ratio.

Students are to supply their own Guitar/Ukulele for lessons. An instrument can be supplied only for trial classes.

All teachers hold a valid WWCC and are professional music teachers.

Lessons are taught on a weekly basis and require a minimum commitment of one term. Payment for ongoing lessons is due in full 7 days prior to the start of the term or semester. We accept payment by credit card or electronic funds transfer. Cash is not accepted at our studios, except for payment of books and resources that the teacher may have purchased for you. Tuition fees are non-refundable.

Lessons can be purchased in term blocks (one block at a time) or semester blocks (2 terms). Musical Minds follows the Victorian School Terms.

Mid-term enrolments are possible dependent on availability and are billed for the remaining weeks in the term.

### **Cancellations / Missed Lessons**

To be eligible for a catch-up lesson you must record your absence via text to the Director: Tanya Bethune (0431 425 695) or email to [hello@musicalminds.com.au](mailto:hello@musicalminds.com.au) **5pm the day prior to your lesson**. If the required notice isn't given to the scheduled lesson time, that lesson will be forfeited, cannot be rescheduled, or refunded.

Make ups may not be with you regular teacher

Make up classes are valid for the period of your booking (term/semester) purchase, including subsequent school holidays. Make up credits cannot be rescheduled more than once and expire if not used.

Make up classes are 1 per term or 3 per semester. The cancellation policy must be followed in order to be allocated your make up class.

Make ups may be possible during the school holidays.

Refunds for make up or postponed lessons are not possible.

When purchasing a semester block: If a student wishes to cease lessons, a minimum of two weeks' notice is required. For example, if a student decides in Term 1 that they do not wish to continue in Term 2, notice must be given at least two weeks prior to the end of Term 1.

When enrolling in lessons by the term you are reserving and committing to a specific lesson time each week.

Our cancellation policy is a necessity to ensure a stable working environment for our dedicated team of teachers.

In cases of sudden illness, exceptions may be made at the discretion of Musical Minds, if notice was given by SMS or email before 10AM on the day of lesson. Medical certificate from doctor will be required.

**Teacher's Cancellation:** If your teacher is unavailable for your scheduled lesson, a make-up lesson will be provided. If a suitable make up lesson time cannot be found, then the lesson will be credited towards future lessons. In some cases, a substitute teacher may be provided if a teacher is unavailable or due to illness.

### **Professional Relationship with Musical Minds**

Our teachers are not permitted to provide music tuition privately outside of Musical Minds to current students or family members during the time they work at Musical Minds and for a period of 12 months after their resignation. All lessons must be booked and paid for through Musical Minds booking system.

## Victorian School Terms

| <b>2024</b> | <b>Start date</b>  | <b>Finish date</b> |
|-------------|--|--------------------|
| Term 1      | 29 January (students start 30 January in government schools) | 28 March           |
| Term 2      | 15 April   | 28 June            |
| Term 3      | 15 July  | 20 September       |
| Term 4      | 7 October  | 20 December        |

## Public Holidays

| <b>Holiday</b>                    | <b>Date in 2024</b>                  |
|-----------------------------------|--------------------------------------|
| New Year's Day                    | Monday 1 January                     |
| Australia Day                     | Friday 26 January                    |
| Labour Day                        | Monday 11 March                      |
| Good Friday <sup>1</sup>          | Friday 29 March                      |
| Saturday before Easter Sunday     | Saturday 30 March                    |
| Easter Sunday                     | Sunday 31 March                      |
| Easter Monday                     | Monday 1 April                       |
| ANZAC Day <sup>1</sup>            | Thursday 25 April                    |
| King's Birthday                   | Monday 10 June                       |
| Friday before the AFL Grand Final | Subject to AFL schedule <sup>2</sup> |
| Melbourne Cup                     | Tuesday 5 November <sup>3</sup>      |
| Christmas Day <sup>1</sup>        | Wednesday 25 December                |
| Boxing Day                        | Thursday 26 December                 |

## **Lessons with another student**

- All Individual lesson Terms & Conditions apply to lessons with another student, unless otherwise stated below.
- Fees - \$60 per half hour. Lessons are booked in term or semester blocks.
- Lessons can be taken with another student or with siblings of the same skill level.
- If you wish to learn with another student, you will need to advise Musical Minds who you wish to learn with. Musical Minds will not place students in pairs for these lessons.
- Paired students are treated as a single booking; if one student attends a lesson and the other student is absent, we are unable to offer a catch-up lesson for the absent student, even if sufficient notice is provided as per Cancellation policy.
- If both students cannot attend & provide sufficient notice (as per above Cancellation policy), one catch-up lesson will be offered for both students, at a time that is communicated by Musical Minds. If a suitable time cannot be agreed upon the catch-up lesson will be forfeited. Musical Minds does not take responsibility for communication between the paired students' families.

## **Policy Updates**

This Policy may change from time to time and is available on our website.

## **Privacy Policy Enquiries and Complaints**

If you have any queries or complaints about our Terms and Conditions, please contact us at:

[hello@musicalminds.com.au](mailto:hello@musicalminds.com.au)

[www.musicalminds.com.au](http://www.musicalminds.com.au)

**0431 425 695**