

## Terms and Conditions

### Individual Instrumental Lessons at Musical Minds



*By purchasing individual lessons at Musical Minds, you agree to the following terms and conditions:*

#### **Fees**

Lessons are paid via **monthly direct debit**.

Classes are booked on a rolling commitment for the calendar year or remainder of the year (2026).

The minimum enrolment period is one school term or remainder of the current term. Once committing to ongoing lessons, lessons cannot be discontinued until the end of the term.

If commencing at the beginning of the year, fees are split into 10 equal monthly payments of \$205, processed from February to November. This is based on a full year of tuition: 41 lessons × \$50 = \$2,050 annually.

If commencing after the start of the year, Musical Minds will advise you of the remaining lesson fees for the year and the corresponding monthly direct debit amount.

Your monthly direct debit will be processed on the same date each month, based on the date your direct debit is established.

If required, payment adjustments will be made in your final month's payment (November or earlier if you cancel at an earlier term).

No lessons are scheduled on **Public Holidays**. Payment adjustments will be made for public holidays in your final month's direct debit.

#### **Discontinuing Lessons**

If you wish to discontinue lessons, you must provide a minimum of 28 days' written notice (via email: [hello@musicalminds.com.au](mailto:hello@musicalminds.com.au)) before the first lesson of the following term.

If the required notice period is not provided, enrolment will automatically continue into the next term and the applicable fees will remain payable until the end of that term.

#### **Trial One off Instrumental Lesson**

One off payment of \$50 per trial lesson.

A one off lesson can only be booked once and cannot be rescheduled if you do not attend.

The Trial is 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.

If you need to reschedule your trial due illness or other circumstances you must **email [hello@musicalminds.com.au](mailto:hello@musicalminds.com.au) by 5pm the day prior to your lesson.** If the required notice isn't given the trial lesson will be forfeited, cannot be rescheduled, or refunded.

### **At the Lessons**

Please arrive for your lesson in a timely manner. Due to scheduling constraints, lesson times will not be extended if arriving late.

### **Child Protection**

For the safety of all students, the studio door will remain locked during each lesson. The door will be unlocked during lesson changeover to allow for smooth transitions. If you arrive early, please wait outside or preferably in your car until the door is opened. This policy ensures that lessons remain undisturbed and that each child's learning environment remains calm and secure.

### **Lessons & Tuition**

#### **Individual Lessons**

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

Children's lessons - We recommend that the parent stays and watches the trial and first few lessons. Once the child is comfortable the parent may leave. In some cases the teacher may ask the parent to stay to observe a lesson. Please arrive back before the end of the lesson so the teacher can advise the child's practice schedule.

Students are to supply their own Guitar/Ukulele/Violin/Bass for lessons. An instrument can be supplied only for trial classes. The trial instrument that you use may not be your ongoing size. If you wish to have your most suitable size please bring your own instrument to the trial. **You will need to request an instrument to use for your trial if you don't have one. Advise Musical Minds administration when booking your trial. We teach at two locations and the teacher will need to have the trial instrument prepared in advance.**

Musical Minds has these instruments available to assist with trials:

- ½ size Guitar
- Full size Guitar
- ½ size Violin
- Soprano Ukulele
- Tenor Ukulele

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.

## **Cancellations, Missed Lessons & Make-Up Lessons**

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

Make-up lessons may not be with your regular teacher.

Make-up lessons 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.

You are entitled to **4 make-up lessons per year total**, maximum of 2 per term. The cancellation policy must be followed in order to be allocated your make up class.

Make-up lessons may be possible during the school holidays.

Refunds for make-up or postponed lessons are not possible.

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.

## **Teacher Cancellation**

If your teacher is unavailable for your scheduled lesson a substitute teacher will be provided where possible. Where a substitute teacher is available a make-up class will not be offered.

If a substitute teacher is not available, a make-up class will be organised.

## **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**

### **2026 Start date Finish date**

Term 1 Tuesday 27th January - Thursday 2nd April

Term 2 Monday 20th April - Friday 26th June, Saturday lessons finish Saturday 27th June

Term 3 Monday 13th July - Friday 18th September, Saturday lessons finish Saturday 19th September

Term 4 Monday 5th October - Friday 18th December, Saturday lessons finish Saturday 19th December

### **Public Holidays within School Term**

|                               |                         |
|-------------------------------|-------------------------|
| Labour Day                    | Monday 9 March          |
| ANZAC Day                     | Saturday 25th April     |
| King's Birthday               | Monday 8 June           |
| Friday before AFL Grand Final | Subject to AFL schedule |
| Melbourne Cup                 | Tuesday 3 November      |

### **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 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)

1300 159 859