



ISM Ryde Terms & Conditions

Please be fully aware of the following T&Cs before signing up the course.

Thank you for your cooperation.

By proceeding with the first lesson you agree to the below policies.

It should be clearly understood by all parents and students that enrollment for our music courses are for a minimum of one year commitment unless extenuating circumstances apply. It's for your child's best interest that they receive consistent and quality education from our qualified music educators on an ongoing basis. Your child will be enrolled automatically at the end of each term unless a 4 week written notice prior the term finishes is received. Invoices for the subsequent term are issued online via email in week 8. It is your responsibility to check with the school if the account has not been received at the end of the term.

Fee: All courses are to be paid in full by the term before or on the date indicated on the invoice. A 10% surcharge will apply to overdue invoices unless extenuating circumstances. All fees need to be settled with the office by Internet Banking (EFT). (Account Name: ISMRYDE BSB: 062-018 A/C No: 1055-6669). Teachers do not accept payment. There is no provision for payment of fees by the lesson on a weekly basis or part payment. No refund or credit is given if you decide to miss a lesson or decide to terminate classes during the term.

Course Material: Each student must purchase their own new copy of the course materials (including Music Downloading) from International School of Music. These are additional costs and will be itemized on your account along with your fees for the term. Siblings, friends and family members may not share materials. It is part of the licenses agreement for the school to continue to provide such wonderful programs.

Absentee Policy: We do not credit or refund unless the teacher is absent. Lesson times are reserved for your exclusive use and mutually arranged to be held at the same time, on the same day, in the same class each week and do not vary from week to week. It is your responsibility to attend your course at the given time. If you choose to miss your class for any reason no credit is given. Please notify us via email your absence. Due to the nature of the group classes, there are NO credits, refunds and transfers for missed lesson as the class times are scheduled and arranged at the beginning of the term for your convenience. Make-up classes are only available if another group class is at the same stage in the book and the class is not full. We will attempt to accommodate your child into that class, but be aware this is not always possible. If you wish to change class times on a permanent basis we will try to accommodate you. Please put your request in writing.

Withdrawal Policy: The efficiency of the music school totally rests on the timetable and any late changes can affect the structure of the classes and therefore the viability of the school. Requests for cancellation of enrollment should be made directly to the school director in writing immediately. Notice in writing is required four weeks prior to the end of the enrolled term or semester, otherwise, a penalty of \$100 is payable.

Studio Closures: Please note our classes run with the public school term, and we do not hold classes on public holidays. If lessons are cancelled by the school due to unforeseen circumstances, the fees for such lessons will be credited to your account or a rescheduled time will be arranged for a 'make up' lesson.

Public Holidays: The studio is closed on all official public holidays. Allowances for public holidays are adjusted in the term statements during the term, or a lesson will be made up at a mutually agreed time if required.

Classroom Policies: To maintain the quality of the classes, No Sibling is allowed in the classroom of Pianorama course. Please remove shoes or use shoe covers prior entering the classroom. Food or drinks are not permitted inside the classroom. Water bottles are allowed, but not near the pianos or other electrical equipment. Please turn off all mobile phones as it is important that your attention is given to your child whilst the class is in progress. A reminder that other children are participating in your child's class, so please reduce all noise to enhance the children's healthy learning environment. It is preferred that siblings do not attend class but if you must bring them along then it is your responsibility to ensure that they do not distract the class in any capacity. Students must be picked up at the time their lesson finishes.

Class behaviour: Disruptive behaviour during classes will not be tolerated and offending students may be asked to leave the school at the discretion of the teacher and/or director. No student will be allowed to leave the premises without an accompanying parent/guardian.

Photography: By participating in ISMRYDE programs, you consent to the video or audio recording or taking of photographs of your child/yourself for educational and promotional purposes.

Please contact the school immediately, if you have any questions regarding to the above school policies. Thank you for your continuous support. We look forward to seeing you all in class.