



Private Music Lessons Terms & Conditions

OUR COMMITMENT TO YOU

- A student will receive one (1) half hour private music lesson per week with their designated The Music Partnership tutor at an agreed time and location.
- The tutor will be present at the agreed time and location, unless they have contacted the school or the individual student directly via phone or SMS.

YOUR COMMITMENT TO US

- The student will be present at the agreed time and location unless they have contacted the tutor directly via phone or SMS. Failure to contact your tutor directly may result in the full lesson being charged.

FEES & PAYMENT

- Please refer to your school's page (select your school from the drop down menu found on our 'Band Programs' page) to view the breakdown of music lesson fees. This agreed lesson fee is payable to "The Music Partnership Pty Limited".
- An invoice will be sent at the beginning of the relevant NSW school term to the student's family via email. The invoice is payable within 14 days. Lesson numbers per term vary according to the NSW school terms.
- Failure to pay within the allocated time frame will result in a late fee of \$5.00 for the first week overdue and \$10.00 for every subsequent week overdue until the full amount is paid.
- Refunds / credits are not offered except under exceptional circumstances.
- In accepting your lesson spot you also agree to pay your invoice each term within the agreed time frames. Failure to pay for your lessons on time may result in your account being forwarded to a debt collection agency and your lesson spot suspended. If you are having trouble paying your account, please contact The Music Partnership Pty Limited to discuss a payment plan. We are happy to help if we can.

METHODS OF PAYMENT

- Payment must be made directly to The Music Partnership Pty Limited via the following methods:
 - Online Bank Transfer (our preferred method) - bank details are on your invoice
 - Credit card payment over the phone or by filling out our credit card authorisation form to set up direct debit



Private Music Lessons Terms & Conditions (continued)

LESSON CANCELLATION POLICY

- Where less than 24 hours notice is given, the lesson is forfeited and the lesson fee is payable.
- If your child is isolating due to Covid, your lessons will pivot online with your tutor on your existing lesson day/time where possible.
- If you fail to turn up for your online or face to face lesson with no notice, the full lesson fee is payable.
- Where 24 hours notice is given in the event of illness, lessons may be made up or credited to the next term's invoice.
- In the event of a school excursion or school calendar event, 7 days notice must be given to the tutor. If the required 7 days notice is given, the tutor will provide a make-up lesson at an agreed time and location of their convenience. If inadequate notice is given (less than 7 days), the full lesson fee will be charged.
- Make up lessons are offered in consultation with student and tutor.
- A maximum of one (1) lesson credit per student will be offered each term and applied to the next term's invoice. In exceptional circumstances of ill health, a full refund will be offered to you where required.
- The lesson fee for paired music lessons is payable regardless of attendance. This is to ensure the lesson can go ahead for the other party involved with no increase in cost to them.
- Written notice must be given two (2) weeks prior to the commencement of the next NSW school term in order to cancel your lessons.
- Failure to provide adequate cancellation notice will result in a 4-week lesson cancellation charge. This means that four (4) lessons will be payable from the date of your correspondence if notice does not fall within the required time frame.

PLEASE NOTE

- The Music Partnership tutors are responsible for their students during official allocated lesson times only. We do not take responsibility for children outside of these times.
- In accepting your lesson slot with us you are agreeing and accepting our terms and conditions agreement for lessons. Please be sure to keep this document on file for your reference.

Thank you,

The Music Partnership Pty Limited