

The Fine Print

Stephens Music & Computers: Music Tuition Conditions & Explanations...

April 2007AD(2nd Edition)

MANY THANKS!

We'd like to thank you for allowing us to teach you!

WHY ALL THIS WRITING?

We want our students to get as much as possible from their music lessons. Obviously, a quiet music studio, with lessons running smoothly, reasonable fees, and well organized concerts and exams is going to make it much easier for students to achieve their goals.

We'd appreciate your help to provide the students with the best possible music education. To let you know what you can expect from us, and what we would like from you, we've set out our conditions, as well as the reasons for their inclusion.

If you have any questions or comments, please don't hesitate to discuss them with us.

1. FEES

A. Fees are payable a term in advance.

Note: Your fees cover the teachers time - not your tuition. The distinction: the teachers time must be paid for, even if you don't attend.

B. If an invoiced amount is still outstanding after three weeks, a servicing fee of \$20 will be added to your account.

C. Additional charges (such as dishonoured cheques, service fees, debt recovery etc) will be added to your account.

D. If students are often left for long periods before and/or after lessons, a babysitting fee may be applied.

2. TERM PAYMENT

A. Full term payment by first week of term attracts a 10% discount. Payment by the second week of term attracts a 5% discount. Pay by cash or cheque and save even more!

B. Discount rates are approximate, as final amounts are rounded to make payment easier.

C. If fees are not received by the third week, weekly rates will be charged, and lessons may not proceed until back fees (i.e. for lessons 1 and 2) are paid.

Why? Term payment has several advantages for us – it saves on paperwork; allows for better budgeting for purchases, backing files, etc; and, since students are commit for a term, we don't incur any mid-term advertising expense.

In return, we offer students a considerable discount, saving you money too! Term students also get slightly longer lessons, since there's no invoice to write each week.

We accept Cash, Cheques, Visa, MasterCard but not Amex.

3. WEEKLY PAYMENT, FINANCIAL ASSISTANCE & SCHOLARSHIPS

A. Weekly payment may be available by special arrangement. A variety of other assistance and payment options may also be available from time to time. Please discuss this with Stephen.

4. CREDITS

A. We do not allow credits if you miss a lesson (of, course, we will give you a credit if the teacher misses the lesson).

If informed in advance, we may be able to offer an alternative time. Please note that we don't get paid if we don't teach, nor do we get sickness, overtime or holiday pay.

The provision of an alternate time (if possible) means that we provide twice the time for the same charge, therefore:

B. Alternative lessons must be paid for if missed.

C. Occasionally, two different students may be unable to attend their usual lesson times. It may be possible to 'swap' your lesson: however, to avoid confusion these 'swaps' should be arranged by us. You should NOT 'ring around' trying to organize swaps: this is an invasion of another families privacy.

If you arrange a swap without our knowledge, and the other student does not attend, you will remain liable for your usual lesson time, as well as your re-arranged lesson.

We don't mind sensible flexibility here: if you know that a friend or relative needs to swap, and you can help, that's fine by us - please just let us know.

There have also been rare occasions where we have had to cancel lessons due to traffic etc. We've left messages on the relevant

answering machines – only to find that due to a swap, a different student turned up for that lesson, and was inconvenienced.

5. TERMINATING YOUR LESSONS

We are always sad to lose students, but we understand that it's sometimes necessary to take a break. Please just note:

A. Termination requires a weeks notice for weekly students. Termination during term by term-paying students will NOT attract a refund.

B. Term-paying students wishing to cease lessons between terms need to advise us at least TWO WEEKS before the new term re-commences, or they will be charged for the first two lessons, regardless of attendance.

Occasionally, people rudely don't inform us they're leaving until the day of their first lesson! Not only does this mean we don't get paid, but we also lose new students: we turn down many people between terms due to our (possibly mistaken) belief that we have no vacancies!

6. TERMINATION BY SMC

A. SMC reserves the right to cancel the lessons of any student, temporarily or permanently, without reason. In this event, any pre-paid fees will be refunded in full.

7. SICKNESS

A. If students are suffering a contagious disease, we would ask that they not attend lessons. We would be delighted, on production of a doctors certificate, to allow credits for these occasions.

Clearly, a contagious student could infect the students before and after their lesson. Furthermore, if a staff member were to become infected, it may necessitate closing the entire school for the period of the illness. Not only would this inconvenience all students, it would be a severe financial strain on the teacher, since we don't get sickness pay.

8. PARENTS: PLEASE FEEL FREE TO JOIN IN!

A. Although not a requirement, we would encourage parents to participate in their students activities, by discussing their childs progress and homework. However, we must ask that parents wishing to ask questions please do so within their own lesson time.

Just a courtesy... if each student took an extra 5 minutes for questions, lessons would end nearly an hour late daily!

B. Regretfully, we have minimal child minding facilities. We ask that young children are not left unattended in the studio, and that whilst in the studio, they refrain from practicing gymnastics...

On several occasions we have had students left unattended for over an hour, sometimes late at night after the school has closed. This is both unsafe for the student and unfair for the teachers. WE CANNOT & WILL NOT be held responsible for students outside of lesson times.

9. BE POSITIVE!

A. Students are encouraged to avoid the use of phrases like "I don't know" and "I can't do that". Most of the time, with a little thought or practise (or both!) they usually succeed admirably.

10. EXAM & CONCERT INFORMATION

A. Neither examinations nor concerts are compulsory.

As a benefit to our students, to help develop their confidence and performance skills, we provide a range of activities for students to further their musical abilities. However, some students are nervous about performing in public, whilst others don't have the time to practise for exams.

B. We require concert & examination enrolments to be submitted, along with any payments, by the due dates. Students without forms and payments may not be able to participate in these activities.

With around 60 students, each doing up to six pieces in any one of four different exams, it is impossible to organize without the minimum paperwork that we request. Furthermore, past experience has shown that without written commitment, many students will

simply not appear on the day, making the cost of these activities quite expensive for us.

C. SMC reserves the right to refuse to enter any student for examinations or assessments, for any reason.

Despite our best efforts, some students (for whatever reasons) are unable to practice to achieve acceptable marks in examinations. As such performances reflect badly on the school and the staff, we would encourage such students to participate in our other activities, such as our concerts.

D. Please notify us if you do not want us to publish exam or award results. If we are NOT notified, SMC will assume that we have your permission to publish such results.

From time to time, to congratulate students, SMC would like to publish significant results and awards: students often love seeing their name in print! We only use an initial and the surname, and no other details (aside from the actual grade and result or award) are mentioned, so that only the students and families are fully aware of their identity.

E. If fees are outstanding, the presentation of certificates etc may be withheld.

We incur significant costs to organize exams, and to print and frame certificates. It is unfair on us, and the other students, that some expect to get all the benefits without fulfilling their responsibilities.

F. SMC or the examiners decision as to results and the awarding of prizes (if any) is final. No correspondence will be entered into.

11. SALES & CHARGES

A. Items taken during term might possibly be invoiced on a later term invoice instead of at the time of supply.

Sometimes you can pay next term, rather than immediately.

B. Photocopies may be charged at \$0.50 per sheet; Stephens own compositions at up to \$3.00 per song.

C. Students may require resources such as a scale book, blank CD, or blank tape. If required, you will be given an opportunity to purchase these yourself, but if they are not brought to lessons within a reasonable amount of time, we will supply them and add the amount to your account.

D. Title in any goods supplied remains with SMC until payment is made in full.

Basically, we own it until you pay for it!

12. FOOD, SMOKING & CHEWING GUM

A. Food, smoking and chewing gum are all banned!

Our teaching methods use a range of easily damaged equipment. Due to the extremely sensitive nature of some items (e.g. condenser microphones) we ask that you do not smoke PRIOR to your lesson: passive odours can still damage our gear.

13. PARENTS RESPONSIBILITIES

A. Please park on either arm of our driveway. Do NOT park in front of neighbours houses or turn in their driveways.

B. Obtain music that is required in a timely fashion (with the internet and reliable mail-order, this means about two weeks).

In recent years we have had several students without pieces for nine and ten months.

B. Check your childs' homework book (especially with younger students).

It is difficult to remember all the things that are discussed in a normal music lesson. Also, some students 'accidentally' forget to do tricky items... This is why it's all written down!

14. FINALLY...

A. Acceptance of our goods and/or services signifies acceptance of these conditions.

B. These conditions supersede any previous relevant conditions.

These conditions will allow us to provide you and your family with a continuing high level of service and education.