

Accent On Music

A Music School boasting Excellence and Achievement

Mission Statement

To provide an exciting and holistic approach to music education, recognising the individual needs of each student and the importance of an enjoyable and caring environment in which to nurture musical creativity.

Terms and Conditions

1.1 Definitions

“Accent” is Accent On Music school in Eastwood, NSW

A “**Class Lesson**” is tuition of 3 – 8 pupils by one teacher. Class Lessons are 30- 45 minutes in duration.

A “**Shared Private Lesson**” is tuition of two pupils by one teacher. Shared Private Lessons are generally 30 minutes in duration.

A “**Private Lesson**” is tuition of one pupil by one teacher. Private Lessons are 30 – 60 minutes in duration, as required by the teacher

2.1 School Calendar

Accent lessons run for 41 weeks of the year following closely the NSW school terms. A school calendar showing exact dates is available from reception.

2.2 Absentees and Make Up Lessons Policy

Absences are to be notified in writing, either through the Accent on Music **Skoolbag** app or via email to accentonmusic.eastwood@gmail.com

Make up lessons may be offered only as follows:

Classes – a class at the same level, if available, will be offered

Private Lessons –Make Up Lessons will only be considered for documented School Excursions or illness. A Student’s name may be added to the Make Up Wait List for the term IF the Absence is deemed reasonable (as above). Absolutely NO Make Up Lessons allowed for a missed Make Up

A charge of \$5 will be made for a scheduled Make Up Lesson

Only One Make Up Lesson will be available in a term. Make Up Wait Lists will be renewed each term and will not carry over from one term to another

Notwithstanding all above No make-up lessons will be available to students who take holidays within the school term.

There is no refund or credit for lessons missed by a student regardless of how much notice is given.

2.3 Teacher Absent

If the teacher is absent:

- **Accent** will, where possible, get a replacement teacher.
- If we are unable to arrange a replacement teacher then your teacher will reschedule the lesson at a convenient time.
- If you cannot make the rescheduled lesson, you will be eligible for a credit of the lesson cost.

2.4 Fees

Following a trial lesson, further lessons can only be attended on enrolment and when payment has been received. Accent on Music reserves the right to change its fee rate and any other term, notifiable in the school Newsletter. Fees are required to be paid by the Due Date, One Term in Advance. Late Fees will apply. NO credits/ refunds will be given on Fees

2.5 Discontinuation of Lessons

All lessons are offered by the Term. Four weeks Notice before the end of a School Term must be given in Writing for the cancellation of a student from tuition for the next term, either through email or via the Skoolbag App “Discontinuation Form”.

A minimum Cancellation Fee of \$50 will be charged for inadequate notice. There is NO REFUND for Cancellation Midterm. **Minimum enrolment is one term.**

2.6 Cancellation by AoM

Accent may cancel lessons at any time before the pupil commences for any reason whatsoever. Accent shall not be liable for any loss or damage arising from such cancellation. In the event of cancellation by Accent prior to the commencement of lessons, Accent will refund any fees already paid.

3.1 Teachers

Accent’s philosophy maintains that it is good for students to experience a range of teachers during their time at an Accent On Music school. We will endeavour to keep these teacher changes to annually if at all possible.

3.2 Classes

Accent On Music reserves the right to merge piano classes with under 4 students. A class with 2 students remaining, if not merged, will become a Shared Private lesson

4.1 Parent/Guardian Attendance

Parent attendance is welcomed at all times. Children up to the age of 6 **should be** accompanied by a parent or guardian during the lesson. Children between the ages of 7 and 10 would benefit from a parent being present but it is not compulsory.

4.2 Siblings

To ensure that your child gets the full benefit from their lesson, we request that they are accompanied by only a parent or guardian. We do not have childcare facilities.

4.3 Student Conduct

Accent expects students to have fun in lessons but also to conduct themselves in a sensible manner with due regard for the teacher and other students. Teachers reserve the right to discipline children in their care to a certain extent. However, if this proves ineffective, it is the parent’s responsibility to take control of the student and remove them from the lesson if necessary. The parent shall be responsible for the welfare and conduct of the student throughout the course and whilst the student is on the premises.

If unacceptable behaviour continues, this will be investigated by an Accent Manager. Students and/or parents who are unable to rectify unacceptable behaviour will be excluded from lessons and if necessary, the premises.

The standard of behaviour which is to be regarded as unacceptable in lessons or on the premises shall be determined by Accent.

4.4 Responsibility

Accent will take all reasonable care to ensure pupils are safely supervised, but cannot be held responsible for any incidents that may occur in the parent’s absence.

4.5 Health and Safety

It is the responsibility of Accent to take all reasonable and practical steps to promote a safe and healthy environment for employees, and to ensure the health and safety of all who visit the premises. All employees are expected to cooperate in carrying out their work safely and in accordance with safe working practices.

Students are requested NOT to consume food or drink whilst in the school, due to Health & Safety issues, particularly in regards to persons with allergies

5.1 Personal Property

The School does not accept liability for the loss of any personal property on the School’s premises.

5.2 Smoking

Smoking is not permitted on School premises.

5.3 Alcoholic Drinks

Alcoholic drinks must not be consumed on School premises without permission from the Director and never when children under 18 are present.

5.4 Equal Opportunities

The School offers equal opportunities and equal treatment of Employees and students regardless of their sex, colour, race or nationality.

6.1 Customer Feedback

Accent On Music is very proud of the service provided. However, if you do have a concern about a student’s music education at Accent please talk to your teacher in the first instance. If you are unable to resolve the problem with your teacher, please telephone Accent and someone will get back to you to discuss your difficulty. If your issue is still not resolved please put it in writing

The Director, First Floor, 18 Glen St, EASTWOOD 2122

7.1 Acceptance of terms and conditions

All agreements relating to the teaching of courses by Accent to the student are subject to these terms and conditions to the exclusion of all other terms and conditions. No variations or addition to the terms shall be binding unless agreed in writing by Accent On Music and the parent.

The terms shall be deemed to have been accepted and agreed to by you upon payment or upon attending a course on 2 separate occasions, whichever is the earlier.