

CREATIVE SOULS STUDIO PAKENHAM **POLICIES AND GUIDELINES**

Enrolment and Payment:

1. The Student Registration form available on the Creative Souls Studio Pakenham's website, www.creativesoulspakenham.com, should be completed and studio policies read, agreed to by ticking each box. If under 18 years of age a parent, carer or legal guardian must complete the form. All information is confidential.
2. Enrolment is considered to be for the term (if commencing during a term then until the conclusion of the term).
3. Lessons are held weekly and follow the State School term timetable, which is published on the studio website.
4. Refunds will not be given to a student wishing to cancel during the term.
5. We require payment for the term in advance. Invoices will be sent approximately two to three weeks prior to term commencing and payment is to be made by the invoice due date and before the first lesson.
6. Payment of invoices is either via direct debit, Stripe online deposit, or Square.
7. Payment is to be made to:
Account Name: Mary O'Halloran
BSB: 033-636
Account No: 421741
Reference: Student Name
8. If an invoice remains unpaid after reminders have been sent, the lesson will be suspended or cancelled.
9. Once the term is completed a student is automatically allocated the same lesson time and day for the following term(s)

Attendance at Lessons:

1. Students are allocated a weekly 30-minute private lesson or a 60-minute lesson.
2. Students are to attend weekly lessons at their regular allocated time.
3. It is your responsibility to be punctual and come into your lesson with an attitude ready to learn.
4. Students should arrive only a few minutes prior to the lesson start time. The lesson time of the following student will not be delayed due to late arrivals. If your lesson is at 4pm and you arrive at 4.20pm, your lesson will conclude at 4.30pm.
5. Students are expected to respect all studio property and to use equipment carefully.
6. Creative Souls Studio Pakenham teachers take no responsibility for any misuse or technique outside the studio that may result in damage to vocal cords.
7. The studio will be **CLOSED** on public holidays and will not be charged.
8. Lessons will take place on school student-free days. **PLEASE NOTE: If a public holiday falls on a Tuesday, please be aware that the Monday is a teaching day.**
9. If a student's regular teacher is unable to teach, a replacement teacher may deliver the lesson. In the case of a fill-in teacher being unavailable the lesson can be rescheduled at a time suitable to the student and teacher.
10. Students must place priority on their lessons and only request lesson changes in extreme circumstances.
11. The studio does **NOT OFFER MAKEUP LESSONS** as lessons are based on enrolment, not attendance, and reserving a student's exclusive lesson time for the duration of their enrolment. Lessons roll over each term unless a student cancels their lesson time. If a teacher is absent then a makeup lesson or credit of the lesson is available.
12. In place of makeup lessons the studio will offer the following alternatives:
 - a. Online lessons via Zoom (at teachers' discretion if more than one per term);
 - b. Video lesson provided by teacher. A short video will be recorded and uploaded to the portal;
 - c. A student can send a short video to the teacher for feedback;

- d. If notification is provided before midday on the day of the lesson, and there is an available space within 7 days in your teacher's calendar, management will offer that time to you. If there is no time available, or you are unable to take what is on offer, then the above options will apply.
13. If you need to cancel a lesson, we require notice by 12 midday on the day of your lesson by contacting the Studio Manager via text.
14. If notice is not given by midday on the day of the lesson, the student is liable for the cost of the lesson and none of the above options are required to be provided.
15. Failure to attend lessons on a consistent basis may result in the withdrawal of the offer of lessons. The lesson time will then be allocated to another student. This period would normally be three unattended lessons in any one term without good reason.

EXTENDED ABSENCES DURING TERM:

If you are planning an extended holiday or absence, please be aware that payment must still be made to hold your space in the studio, and no makeup lessons or credits will be offered.

Online lessons are available but not video lessons for more than one week.

No credits or makeup lessons will be given for shorter absences that take the student away for one week or more (this includes school camps). The teachers will provide a video lesson in those circumstances.

ONLINE LESSONS:

1. The same guidelines apply to online lessons. Our teachers' time is very precious and they work very hard to plan your lesson. Please show them the respect you would in the physical studio space by being at your device a few minutes before the scheduled lesson time in order to have yourself set-up and ready for the teacher.
2. Lessons will not be rescheduled if you fail to be at the lesson.
3. Notice of non-attendance must be given by midday on the day of the lesson. Lessons will not be rescheduled if the teacher is present and the lesson will be forfeited.
4. If technical problems occur during the lesson we will offer to reschedule the time.

SAFETY:

1. Creative Souls Studio Pakenham is responsible for taking all reasonable steps to promote a safe environment for teachers, students and all who visit the premises.
2. Whilst on our premises, students, parents and siblings are to conduct themselves in a sensible manner with due regard for property, teachers and other students.
3. All children under the age of 12 are to be escorted to and from the studio premises by a parent or legal guardian.
4. Siblings under the age of 12 who are in the company of a parent or legal guardian will be required to be accompanied at all times whilst the lesson is taking place.
5. All children under the age of 12 will be required to be escorted to the toilet facilities by the teacher, parent or legal guardian.
6. Creative Souls Studio Pakenham is not responsible for students that are dropped off for their lesson well before time or picked up late.

PRACTICE:

Your teacher will advise the appropriate amount of time to be allocated to practice.