

CREATIVE SOULS STUDIO PAKENHAM POLICIES AND GUIDELINES

Enrolment and Payment

1. The Student Registration Form is available on the Creative Souls Studio Pakenham website, www.creativesoulspakenham.com, and should be completed and studio policies read and agreed to by ticking the box. If under 18 years of age a parent, carer or legal guardian must complete the form. After confirmation of your trial lesson has been arranged, a form-fill studio policy will be forwarded which must be agreed to by ticking each box and signed. A comprehensive student questionnaire will also be sent and must be completed prior to the trial lesson.
2. Enrolment is considered to be for the term (if commencing during a term then until the conclusion of the term).
3. Refunds will not be given to a student wishing to cancel during the term.
4. 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 due date as shown on your invoice in the top right-hand corner. A late payment fee of \$15.00 will apply if payment is not made by three days after the due-by date.
5. Other arrangements can be made by contacting the studio, however, we do not accept ad hoc payments and once a payment is in arrears for two lessons, the lesson will be suspended until payment is made.
6. If alternative payment arrangements are not adhered to they will not be offered for the following term.
7. Payment of invoices is either via direct debit, Stripe online deposit, or Square. We can arrange automatic payments from your credit card on a monthly basis.
8. Payment is to be made to:
Account Name: Mary O'Halloran
BSB: 033-636
Account No: 421741
Reference: Student Name
9. If an invoice remains unpaid after reminders have been sent, the lesson will be cancelled.
10. 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, if required 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 be concluded 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.
10. Students must place priority on their lessons and only request lesson changes in extreme circumstances.
11. The studio does **NOT OFFER MAKEUP LESSONS** and runs much like a private school; 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
 - b. Parent/adult student exchange list
 - c. Available open lessons on portal (can contact administration if you have difficulty.)
 - d. Teacher can record a lesson with attachments and notes and send to the student. The recording will take place in the student's normal lesson time and be sent within 24 hours.
13. If you need to cancel a lesson we require notice by 12 midday on the day of your lesson. Please text 0479 115 147 or leave a voicemail message.
14. If the required notice is not given the student is liable for the cost of the lesson and there is no obligation for the studio/teachers to provide any of the above options.
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.
16. If you are planning a holiday, the studio requires payment in order to hold your place in the studio. You can choose the option not to pay, thus freeing up the lesson time to another student. The studio has no obligation to reinstate the original lesson time when you have returned.

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 five 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. Teachers and management agree that four hours' notice is appropriate. The same conditions apply as point 12 Attendance at Lessons.
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. (A Patron Management Plan is available on our website). Please speak to administration if you require further information.
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

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