



## Private Music Lesson Terms & Conditions

### OUR COMMITMENT TO YOU

- Each student is entitled to a 30-min/45-min/60-min private tutoring session per week with their designated tutor from Delicato Music Academy, scheduled at an agreed-upon time and location.
- The tutor will be punctual for the scheduled sessions unless they have communicated any changes to the school via phone or SMS.

### YOUR COMMITMENT TO US

- The student are expected to attend sessions at the agreed time and location unless they have directly contacted the academy through WeChat, WhatsApp, phone call, or SMS. Failure to communicate directly with the academy may result in the full session fee being charged.

### FEES & PAYMENT

- Please note that our hourly rate for 1-to-1 tutoring is fixed.
- This agreed lesson fee is payable to “Delicato Music Academy” under “FINE&LUCKY Pty Ltd”, ABN 95 657 624 256.
- Invoices will be sent to the students via email at the beginning of each relevant NSW school term, with copies available upon request via WhatsApp or WeChat.
- Payment of the invoice is due within 14 days. The number of lessons per term varies according to the NSW school terms.
- Failure to make payment within the allocated timeframe 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 provided except under exceptional circumstances.
- By accepting your lesson spot, you also agree to pay your invoice each term within the agreed timeframe.
- Failure to pay for lessons on time may result in your account being forwarded to a debt collection agency and the suspension of your lesson spot.
- If you are encounter difficulty in paying your account, please contact Delicato Music Academy at +61 451 387 780, or via Email: [delicatomusicacademy@gmail.com](mailto:delicatomusicacademy@gmail.com) to discuss a payment plan. We are here to assist you.



## Private Music Lesson Terms & Conditions (Continued)

### METHODS OF PAYMENT

Payment must be made directly to FINE&LUCKY Pty Ltd using the following methods:

- Online Bank Transfer (our preferred method) - bank details are on your invoice
- Cash payment

### LESSON CANCELLATION POLICY

- A reminder will be sent out via WeChat, WhatsApp, SMS one day before the lesson to confirm student's attendance. Last-minute cancellation will not be permitted, and the corresponding lesson fee will be forfeited.
- Cancellations with less than 24 hours' notice result in forfeiture of the lesson and require payment of the lesson fee. In case of illness, lessons may be made up during the corresponding vacation or credited towards the next term's invoice if 24 hours' notice is given.
- In the event of a school excursion or calendar event, a minimum of 7 days' notice must be given to the tutor and the admin. With the required notice, the tutor will arrange a makeup lesson at a mutually agreed time and location. Insufficient notice (Less than 7 days) will result in the full lesson fee being charged.
- Make up lessons are arranged in consultation with the student and tutor.
- Each student is entitled to a maximum of one (1) lesson credit per term, which will be applied to the following term's invoice.
- Written notice must be provided at least two (2) weeks prior to the commencement of the next NSW school term in order to cancel lessons.
- Failure to provide adequate cancellation notice will result in a 4-week lesson cancellation charge, requiring payment for four (4) lessons from the date of correspondence if notice is not given within the required timeframe.

### PLEASE NOTE

- Delicato Music Academy tutors are responsible for students only during official scheduled lesson times. We do not assume responsibility for children outside of these times.
- By 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 for your reference.

Regards,

Delicato Music Academy Team

FINE&LUCKY PTY LTD

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