



Midcoast Singing Coach Studio

Teaching Policy and Terms of Singing Lessons

General Expectations

Learning to Sing is a commitment. We have a few basic policy terms and conditions for you to receive the most out of your commitment, and to have FUN.

New or One-off casual private lessons are available to be booked up to 7 days in advance and must be paid for at the time of booking.

When you book your music lesson time, you are reserving and purchasing your tutor's time.

Generally tuition will coincide with the NSW school terms or lessons can continue regardless of school terms.

All effort to teach in the style of the students preference will be given. However, if the suggested repertoire is found unsuitable by the student; it is the students/ caregiver/ parents responsibility to provide the vocal coach with a list of songs the student wishes to make an enjoyable lesson and develop their singing technique.

Studio Concerts are organised twice per year so that students have a supportive occasion for performance practice. All students are encouraged and expected to participate.

Payments *

To secure a recurring booking for a regular weekly lesson, all students will be invoiced for their first two lessons. Before the second lesson, you will be required to pay either the terms tuition *in advance*, or you will nominate your account with STRIPE to direct debit your card either on a weekly or fortnightly basis.

For those wanting to pay for a full term, two weeks in advance, please email admin@midcoastsingingcoach.com.au to arrange your terms invoice for payment.

eg. for a manual STRIPE term payment (10 x 60 mins at \$603.95 + *\$1.05 = \$605) or, we require a Direct Deposit payment authority to pay for your lessons in advance on a weekly (\$63.95 + *\$1.05 = \$65) or fortnightly (\$123.95 + *\$1.05 = \$125) basis.

At the beginning of each school term or year, students will automatically be re-enrolled into the same lesson time each week until you notify us in writing to admin@midcoastsingingcoach.com.au To change or cease this schedule you must provide 4 weeks notice. Fees are subject to annual increases nb. 2024 increase.

*Direct Debit payment utilising Credit and Debit card payments are processed securely via our service provider, STRIPE. A surcharge of *\$1.05 will be applied to each transaction from Credit/Debit card (as highlighted in the example above). Please note other fees will be incurred should your payment be dishonoured. (Please see STRIPE T&C's for further details).*

*There is a \$25 admin fee for credit card payments that are declined by the card issuer. This is in addition to any dishonour fees charged by STRIPE. If more than 2 consecutive payments are declined we may suspend or cancel your ongoing bookings. *\$1.05 admin fee is the minimum charge. Some cards like American Express have a higher fee of around \$1.70 which is at the discretion of STRIPE and subject to change. The admin fee from STRIPE is out of our control.*

Bookings * (PLEASE READ - VERY IMPORTANT)

All bookings once paid for, may only be rescheduled by notifying us via TXT 0451654312 by 8am of the morning of their lesson. After 8.15am the lesson will be forfeited and no make up lesson will be offered or lesson refunded as the teacher should still be paid for their lesson prepared for you.

Rescheduled lessons are arranged at a convenient time to both the teacher and the student and must be taken within 1 month of the original booking, where possible.

A MAXIMUM of one (1) lesson per term can be made up during that term (exceptions will be considered on an individual basis). If we cannot find time during the term for a makeup lesson, any lessons owed can be made up during the next school holidays at Midcoast Singing Coach Studio Taree and cannot be taken off the following term payment.

If The Vocal Coach is not available to teach; you will be contacted to schedule a makeup lesson.

Cancellation *

We require one months notice via email admin@midcoastsingingcoach.com.au to suspend, cancel or change your regular lesson booking and automated payments. If you suspend your lesson for more than 2 consecutive weeks, we may allocate your recurring time slot to another student.

Reschedules and cancellations must be notified by TXT 0451654312 or email admin@midcoastsingingcoach.com.au Students advising their teacher during lessons is not sufficient.

Please note, cancelled lessons do not have any monetary value and therefore cannot be used to reduce future lesson payments or be refunded. Refunds will not be given for missed or cancelled lessons should you change your mind.

When you book your singing lesson you are reserving and purchasing your teacher's time and therefore you are preventing us from booking in another student. However, it may be possible to transfer lessons to another person/student (catch up lessons cannot be transferred).

Supervision of Children *

Midcoast Singing Coach Studio tries to provide a safe environment but does not take responsibility for the supervision of students under the age of 18 before and after their sessions (with the exception of School Holiday Programs). Damage to Midcoast Singing Coach Studio property or inappropriate behaviour/language will not be tolerated.

Midcoast Singing Coach Studio wants students to have a safe and enjoyable experience while at the school, however we reserve the right to terminate an enrolment of a student (or that student's parent/guardian) without notice nor refund for behaviour that is in the form of verbal abuse, intimidation, discrimination, harassment, extortion or threats (physical or other acts of unacceptable behaviour) toward other students, caregiver/parents or the singing coach of Midcoast Singing Coach Studio.

Music Tutors

The Singing Coach at Midcoast Singing Coach Studio has a current NSW Working with Children Check and has their own public liability insurance.

*Headings marked with an * are required to be initialed confirming you have read and understand Midcoast Singing Coach Studio policies.*

I have read and agree to the policies and conditions of Midcoast Singing Coach Studio enrolment.

*I Agree **

Name:_____

Date:_____

Signature:_____