



Musica Arioso Studio Handbook

Policies, Procedures & Terms of Enrolment

Enrolment

Enrolment in lessons is ongoing unless written notice of cancellation or suspension is received in accordance with the cancellation policy.

Cancellation & Suspension of Lessons

A minimum of four (4) weeks written notice is required should you wish to cancel or suspend lessons. As lesson places are reserved exclusively for each student, any lessons scheduled within the four-week notice period remain payable.

Payment Options

- In full for the term (payment due by the invoice due date)
- Weekly (paid in advance)
- Fortnightly (paid in advance)

Active & Creative Kids Vouchers are accepted and may be used towards eligible tuition fees in accordance with current NSW Government guidelines.

A discount is available for term fees paid in full by CASH on or before the invoice due date. This discount will be reflected in the body of the email sent with your invoice.

Invoices are issued during Week 8 of each NSW Public School term for the following term, allowing sufficient notice should families wish to cancel or suspend lessons in accordance with the four-week notice policy.

Overdue Accounts

Weekly and fortnightly payments must remain paid in advance.

Should an account become two (2) weeks in arrears, a late payment fee of \$2.00 will automatically be applied at 8:00 am each Monday while fees remain outstanding.

If fees continue to remain unpaid and no contact has been made to discuss suitable



Introducing this policy has not been an easy decision. As a small local business, Musica Arioso is committed to providing quality tuition while meeting ongoing commitments, including teacher wages, studio operating costs and the reservation of each student's dedicated lesson time. Prompt payment enables us to continue providing a high standard of tuition while ensuring fairness to all families.

Lesson Attendance

All classes, whether attended or not, are payable unless an exception is approved due to genuine extenuating circumstances.

School holidays, school excursions and family holidays do not constitute extenuating circumstances.

Families are asked to notify the studio as early as possible if a student will be absent.

Teacher Absence

If a teacher is unable to conduct a scheduled lesson, a make-up lesson will be arranged where possible. If not possible, the lesson fee will be credited or refunded against the following term.

Missed Lessons

- Student illness – A make-up lesson may be offered if a suitable time is available. Make-up lessons cannot be guaranteed.
- Public Holidays & NSW Public School Pupil Free Days – No lessons are conducted and no charges apply.
- Lesson swaps – Where sufficient notice is provided, every effort will be made to arrange an alternative lesson time.
- Online lessons – Where appropriate, lessons may be conducted via Facebook Messenger.

School Terms

All enrolments, lesson schedules and invoices are based on the NSW Public School terms.

Musica Arioso

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