

Studio Policy

Opening Hours	Elite Music is open Monday to Friday from 1pm – 8pm. We close only for Public Holidays and the first 3 weeks of the Christmas break. We are open all throughout the year and have concerts at the end of each Semester.
Holidays and giving notice	We understand that many of our clients are school age students whose families may choose to take holidays during School Holiday breaks. As we are OPEN during these times, and consider them as purely 'non-school days', please let us know the dates you intend to be away, so we don't expect you at your lesson. (see <i>Missed lessons</i>).
Lesson Times & Punctuality	Elite Music requires students to arrive no later than 5 minutes prior to their scheduled tuition time. Most lessons are scheduled consecutively; therefore, the finishing times for lessons that start late due to tardiness will not be extended.
Lesson Scheduling	Scheduling is established with the mutual agreement of the teacher and student, subject to the availability of open lesson times. If, during a Semester, a student wishes to change a lesson time, the Studio Director will arrange this change according to teacher availabilities.
<u>Missed Lessons</u>	If a student is to miss a lesson for any reason, a minimum of <u>24 hours notice</u> is required for the lesson fee to be waived or credited to the following week. Cancellations made on the same day as the scheduled lesson will be charged to the student. *If for any reason a teacher is unable to attend their student's lesson, another teacher will take the class. We endeavour to keep continuity from lesson to lesson.
Expectations for practice & lesson preparation	Above all, weekly attendance is what is key for learning anything new. It is the frequent focus on a discipline that improves any skill. All students should bring with them to every lesson a bottle of water and their music folder. Any homework given by the teacher is there to help with the frequent focus mentioned above, making each weekly lesson advance smoothly. Students and parents will have a chance to discuss what is expected of a student at the initial consultation.
Expectation of parent involvement	Parents are a very important part of any child's development. We encourage all parents to become as involved as they can in their child's musical future. Parents are encouraged to attend their child's initial consultation to find out how they can help their child's progress regarding practice and lesson preparation.
Student pick-up	Students are to be picked up immediately after their lesson. If a student is required to be at the Studio for more than 30 minutes either side of the lesson, a parent or guardian must notify reception.
Final authority on repertoire & other pedagogical matters	Each teacher employs different <i>*pedagogical techniques</i> . This includes song choice. Student and teacher working together to find the perfect song is always encouraged. However, if there are particular skills to be learnt or they find the lyrics unsuitable, the teacher will have final say on song choice. <i>*Pedagogical – is the discipline that deals with the theory and practice of education; it thus concerns the study and practice of how best to teach. Its aims range from the general to the narrower specifics of vocational education.</i>

Matters to be handled by the teacher

All matters of misbehaviour or lack of preparation will be handled at the sole discretion of the teacher. Should problems continue, the Studio Director will be notified and the parent/guardian contacted. The teacher and parent/guardian will then work together to solve the problem.

Acceptable times & methods for contacting the teacher

Under **NO** circumstances are students to contact their teacher directly outside lesson times as it is in breach of **NSW Child Safety Laws**. This **contact includes all social media sites**. Clients are to contact the Studio, who will then pass on the message to the respective teacher. Notifications of absence given to your teacher **does not count** for letting the Studio know that you will be away. This must be done by notifying the studio directly via email to contact@elitemusic.com.au or by phone. If the phone is unattended, please leave a message.

Parking at the Studio

Parking is available to the right of Elite Music. Due to **Fire Safety Laws**, clients are **NOT** permitted to park in the front Studio driveway.

Use & return of loaned material

Instruments are available for loan through Elite Music. Please enquire through Elite Music reception regarding availability and rates.

Participation in Studio recital & outside events

Students will be given the option of performing at Elite Music events. While these events are not compulsory, we ask parents to encourage their child to take part, as it is invaluable experience, particularly for beginners.

Fees & acceptable methods of payment

Initial consultations must be settled at the time of the lesson. All fees, purchases, consultations, workshops, and events are payable through the Elite Music’s standard payment methods: Cash or Credit/Direct Debit into the Elite Music account. There is no EFTPOS machine on site. Reminder invoices will be sent the Sunday before that week’s scheduled lesson (see Missed Lessons). *All accounts must be settled within the respective week.* **When paying online it is important to give your name as a reference description.**

Any additional required one-time fees or expenses

- Sheet Music – Elite Music conforms to all copywrite/licensing laws as outlined by APRA/AMCOS. If performing in public, students are required to purchase a private copy of any required sheet music. Elite Vocal Academy recommends sheet music to be purchased through the reception.
- Backing tracks – These tracks are to be ordered through the Elite Music – costing is subject to song selection and any changes that need to be made to said track.
- Concert fees – A small fee will be required for guests of performing students. Students have free entry.

Student Name
(print name)

..... **Students Signature**

Today's Date

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Parent/Guardian signature is required for students under 18 years of age.

Print Name

..... **Signature**

Today's Date

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