

Terms and Conditions

I agree to the following terms and conditions:

General

1. Terms are booked in ten weekly lesson blocks subject to school terms and availability of teachers.
2. You are automatically booked for the same time and day for the upcoming term. There is no need to rebook for the next term.
3. Single Term Payments are due by the second(2nd) week of the teaching term and payments are made via secure online payment from your invoice or bank transfer with the details outlined on the invoice. Card payments are available for all payments at Kimberley Piano and cash is accepted.
4. There are no lessons offered on **Public Holidays****. Please negotiate another lesson during the term at a mutually agreeable time determined between you and your teacher.
5. When you book a lesson with Kimberley Piano you are booking a fixed time reservation exclusively for you for the duration of the term. Fortnightly and casual lessons are at Kimberley Piano's discretion and each request is reviewed individually.
6. Only one free trial lesson is available per student.
7. Lessons will be suspended if your account falls into arrears or attempts to collect overdue fees have not been successful, and you may lose your reserved lesson time.
8. Lessons on school holidays are offered separately depending on the availability of your teacher.
9. Music books are bought and paid for by the student or student's parents/guardians. Your teacher will direct you to what you will need for this.
10. Financial matters can only be discussed with Kimberley Piano and arrangements for extension or payment plans can be negotiated prior to invoice due date.

Attendance Policy

15. Once the term has commenced you are obligated until the end of the term.
16. The lesson time you book cannot be changed for the duration of the term except for **Public Holidays****or for a **Makeup Lesson*****

**Public Holiday Lessons

17. There are no lessons on public holidays. Please arrange an alternative time with your teacher during the term. See **Makeup Lesson*****

***Makeup Lesson Policy

18. You can take two makeup lessons per term any time during the term depending on the availability of your teacher. 4 hours notice must be given by email or txt message to qualify as a makeup otherwise the missed lesson is forfeited.
19. You must use your make up lessons before the next term has commenced. Unused makeup lessons cannot be rolled over and the lesson is forfeited.

Cancellation Policy

20. You must give 28 days notice in advance for cancellation of remaining lessons booked for the current term. You will be refunded the remainder of the term dated from 28 days in writing.
21. If your teacher misses a lesson you can do a make up lesson anytime in the term or in the upcoming holiday lessons after the 10 week term. If a time isn't available between you and your teacher we will provide a refund or credit towards the upcoming term fees.

Photographs

22. Photographs and videos of students may be taken during lessons and recitals for marketing purposes by Kimberley Piano. If you do not want these photographs or videos to be used please contact Kimberley Piano directly.

Changes to Terms and Conditions

23. Kimberley Piano reserves the right to change any/all of these terms and conditions as necessary.
23. All prices are subject to change.

By Signing this document, I Hereby agree to these terms and conditions laid out by Kimberley Piano.

Parent/Guardian

Name: _____

Date: _____

Signature: _____