



## DeeVine Melody Piano School Payment Policy

### BOOKING AND ARRIVING FOR YOUR LESSON

All lessons must be booked directly through the teacher. Please arrive on time for a prompt start. There is no need to arrive early as usually there will be a student beforehand. There is a short changeover time allocated between each lesson.

If the student arrives late, the lesson will still end at the regular time to allow the teacher to stay on schedule for all students.

New students are encouraged to arrive a few minutes early for the first lesson to allow time to fill in a medical and enrolment form and discuss any prior experience and/or health conditions or special requirements.

DeeVine Melody Piano School reserves the right to refuse entry and to ask a student to leave at any time if safety is a concern or the student has arrived at class unwell.

### FEE STRUCTURE:

30 minute lesson (adult or child, regardless of level) \$30

60 minute lesson (adult or child, regardless of level) \$50

You may pay with cash, or by direct debit via PaySmart link at [www.deevinemelody.com](http://www.deevinemelody.com)

### PAYMENT PROCEDURE

All lessons are taught on a weekly basis. If a lesson is missed (due to illness, holidays etc) whether it's the teacher or the student who has cancelled, the lesson can be made-up within 7 days with an additional time slot if there are any available, or a double lesson the week following the cancellation. If there are no available timeslots, the lesson is forfeited and the lesson must still be paid for. Except in the case of extreme emergency (eg when student or teacher is in hospital or in severe crisis) the lesson is still to be paid for in full. Cancellations will be addressed on a case by case basis confidentially.

Each student is eligible for a suspension period when going away on holidays or there is a period of time when the student is unable to attend. The suspension period is a minimum of 2 weeks, and up to 8 weeks, but the notice of suspension must be submitted in writing to [deevine@chariot.com.au](mailto:deevine@chariot.com.au) with a minimum of 7 days notice so that PaySmart can be notified and the suspension implemented. Suspensions will not be activated without prior notice and suspensions cannot be back dated under any circumstances. One lesson missed does not require suspension and will be treated as a cancellation (as above) with the option to make up the lesson or pay as per usual. Please be diligent and let the teacher know when you will be going away, by text or by emailing [deevine@chariot.com.au](mailto:deevine@chariot.com.au) so your payments can be held, and resume when you return. If the suspension has continued for 8 weeks, automatic payments will recommence as per usual. The two options after an 8 week suspension, are to either 1) resume payments – this will happen automatically, or 2) notify Dee Jones in writing that you wish to cancel your payments. It must be noted that if you do not wish to cancel, the payments WILL recommence after 8 weeks without further notification.

Once your regular weekly lesson time slot has been negotiated, the approved time slot (eg 4.30pm every Thursday) will be your time each week until notified otherwise by text or email. If at any time you wish to change times, please speak directly to the teacher, or request your preferred times by text or email.

If you wish to cancel all piano lessons, upon notice in writing (text or email will suffice), you will enter a 4 week cancellation notification period. This means you continue to pay for 4 further lessons (which of course the student is welcome to attend), then all direct debits will cease.

If further clarity is needed on any of the above, please contact the teacher directly by email, phone, text or via the contact page at [www.deevinemelody.com](http://www.deevinemelody.com).

### **OTHER TERMS AND CONDITIONS:**

Upon signing the medical and enrolment form, students and their families agree that no liability will be taken by DeeVine Melody Piano School, for any injury sustained during the piano lesson, nor during the travel to and from lessons or injury sustained when on the premise. It is agreed upon signing, that safety is one's own responsibility and that it is the student and their parents responsibility to arrive at the class at the appropriate time, understanding that regardless if the student arrives late, the lesson will end at the prearranged and booked finish time.

All direct debit accounts are for a minimum of 4 weeks, are non-refundable, non-transferable and cannot be shared. Exceptions will only be considered in extreme circumstances or if medical certificate is provided.

If a direct debit account is suspended until further notice, the payments will resume again after 8 weeks on suspension, unless notified (as mentioned above) that the account is to be cancelled. If no notification is made regarding cancellation, then the payments will automatically resume after 8 weeks on suspension. It is the responsibility of the client/student to notify DeeVine Melody regarding any changes in suspension, cancellation or resuming payments.

Exit fees if a student chooses to cancel their lessons, there is a four week notification period. This means that the student is to give four weeks notice of cancellation and will continue to pay for a further four weeks of payments from the date that the student (or guardian) cancelled in writing. There is an additional exit fee of \$25 regardless of the number of lessons completed. There are no exceptions to this term, unless there are extreme medical or in the case of an emergency situation. DeeVine Studio is not responsible for the safe keeping of your belongings

After written consent from both parent and student, photos may be taken from time to time for promotional purposes, and may be used on the DeeVine Melody Piano School's website or facebook page or in other marketing material. Signing the enrolment form releases DeeVine Melody Piano School and it's employees from any claim arising out of photo or multimedia appearances. Withdrawal of permission for photos at a later date will not affect photos already being used.

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