

### 1.0 GENERAL

**A. Opening hours:** Dependent on the availability of teachers at the School

#### **B. Lesson and Fee Structure**

- Solo lessons/ classes can be conducted in either in-person at the **school premises or via online formats**
- Group lessons in the form of activities etc., can replace one or more regular solo lesson, according to the duration of the classes
- No regular lessons are to be conducted on the dates in blue and green in the school calendar, unless arranged by the teachers as makeup lessons.
- Adhoc students are required to attend at least 1 SPC within 12 months.
- All enrolled term and monthly students are required to attend SPCs, regardless of proficiency, age, and readiness (except Theory students).
- Solo lessons/ classes can be conducted in either in-person at the school premises or via online formats.

#### Regular Term Lessons

- Each term consists of 11 sessions, spanning a 3-month duration
- For March and July, one lesson in each respective month will be a studio performance class (SPC)
  - These SPC are designed as platforms for performance opportunities, and to sharpen skills beyond a typical solo lesson class

E.g:

Jan-Mar term: 10 solo lessons + 1 SPC

Apr-Jun term: 11 solo lessons

- Solo lessons will be fixed on a regular time slot
- SPC will be arranged by the respective teachers

#### SPCs Schedule & Attendance

- SPCs will be scheduled within a designated 2-week timeframe, arranged by the teachers.
- SPCs must fall within the red dates on the school calendar.
- Attendance of SPCs is not restricted to your primary teacher; students may attend SCs conducted by other teachers.
- Any missed SPC must be replaced by attending another SPC within the 2-week timeframe, not with a solo lesson.
- No make up lesson will be conducted to replace a missed SPC.

#### Irregular Term Lessons

Please notify the school at least 15 days in advance if you are away for more than a month. You may reserve your lesson slots over a 3-month window.

#### **C. No lessons will be conducted on: (refer to School Calendar)**

1. Public holidays (in blue)
2. School Term Holidays (in green)
  - No makeup lessons are needed

#### **D. Students/parents are to be responsible for their own lessons**

- No reminders will be given to come for their regular arranged lesson times
- In the event that a student forgets to attend his/her lesson, the lesson will be forfeited

**E. Any school property that is being damaged** by and witnessed by anyone within the premise of the school will have to be compensated for

**F. The School and Teachers will not be held accountable** for any accidents/injuries that happen during the duration of lessons and outside of lesson time within the premise of the school. Parents are responsible for their own children's safety after lesson times

**G.** Any camps, school events or supplementary courses and accompaniment fees will be additional charges

## 2.0 FEES

**A.** A **registration fee** is required for each individual student/course enrolled

- A re-registration fee is required for those who have not reserved their time slots for more than a month

**B. Payment of fees:**

- Fees must be paid if the Customer wishes to reserve a particular time slot
- Any lessons missed are to be arranged with their respective Teacher at their discretion and availability
- Screenshots of payment are required for verification purposes
- All adhoc, trial lesson and miscellaneous fees (i.e. books etc.) must be paid before the start of the lesson
- No pro-rate of fees is allowed
- Lesson fees are subjected to changes
- Inform the School early if there are any discrepancies

**C. Late payment:**

- If the Customer fails to make any payment within **five days** of the Due Date stated in the Invoice, then, without prejudice to any other right or remedy available to the School, the School may:  
(a) charge a late administrative fee of \$50 from the fifth day on which such amounts become overdue until the School receives payment of all such amounts (including late fee) by way of cleared funds  
  
(b) lessons will be suspended until outstanding fees are accounted for; and  
  
(c) suspended lessons will not be replaced

## 3.0 CLASS CANCELLATION/REPLACEMENT/WITHDRAWAL

**A. Lessons missed by the student without prior notice** (at least 24h in advance) to the School or Teacher will be forfeited

**B.** In case of any unforeseen clashes in schedule, rescheduling will be arranged between the respective Teacher and student. (In either **online or face-face** lesson formats)

**C. Any prearranged make-up lessons missed/cancelled without prior notice** will be forfeited

**D. One month's advance written notice** must be given from the time of withdrawal; otherwise, one month's fees shall be paid in lieu

## **4.0 REFERRAL FEES**

**A.** A S\$100 referral fee per new enrolment from a different household will be rewarded to the referee. The one-time fee is valid only after 1 year of continuous enrollment by the referred student at the School

## **5.0 OTHERS**

**A.** The School reserves the right to combine classes, transfer students from one class to another, dissolve a class, change any Teacher or lesson date and time if deemed necessary

**B.** The School reserves the right to take pictures and videos of students during classes or concerts for its publicity and promotional purposes

- If you do not wish to have pictures or videos taken of your or your child, do inform the School

### **C. Refund of fees (only if approved by Principal on a case-by-case basis)**

- For fees that are paid before 2024, refund will only be made according to a division of 4 or 5 lessons: (regardless of holidays)
- Scenario 1: A refund is required for 2 lessons. Oct 2023 has 5 weeks of Tuesday lessons (\$X), refund amount will be (\$X/5, x 2)
- Scenario 2: A refund is required for 2 lessons. Dec 2023 has 3 weeks of Tuesday lessons (\$X), refund amount will be (\$X/4, x 2)
- For fees that are paid from 2024 onwards, fees will be pro-rated accordingly to 11 sessions a term

**D.** The School reserves the right to include, remove or change any of the above terms and conditions without prior notice