

ELITE MUSIC

Studio Policy

<p>Elite Music Hours Opening Hours</p>	<p>The Elite Music <u>office</u> is open from 3:30-8pm Monday to Thursday & from 3:30pm-6pm on Fridays. Best contact is email at contact@elitemusic.com.au Email hours are open hours Monday to Friday and we will reply to you as soon as we can. Phone hours are 3:30pm-6pm Mon-Fri</p> <p>Elite Music lessons operate (generally) from 3.30pm to 8pm Monday to Thursdays & 3.30pm to 6pm on Fridays. Earlier lessons are available subject to teacher availability.</p> <p><u>Dates we are OPEN</u> Elite Music is open ALL year (see dates we are closed) & we do not close for school holidays. If you intend to be away during this time, cancellations must be made via the student portal with at least 24-hours' notice. *See Elite Music Calendar</p> <p><u>Dates we are CLOSED</u> Elite Music only closes for Public Holidays & 3 weeks over the Christmas holidays. Usually, we start back around January 9th each year or the closest Monday. *See Elite Music Calendar</p>
<p>Contact</p>	
<p>Contacting Elite Music</p>	<p><i>We contact & inform of important updates predominantly via email. Please make sure our emails aren't going into spam by marking them as a trusted source.</i></p> <p><u>Where to contact for:</u></p> <ul style="list-style-type: none"> • General Cancellations/Make-Up bookings via the Student Portal. • General enquiries, issues, feedback through to <u>discontinuing lessons</u> need to be sent to contact@elitemusic.com.au <p><u>Phone calls</u> If you would like a call, please email us with a good time. Reception is manned between 3:30pm-6pm weekdays, but we are not always near the phone. Please always follow up with an email and we WILL get back to you.</p>
<p>Fees</p>	
<p>Fees & acceptable methods of payment</p> <p>Any additional required one-time fees or expenses</p>	<p><u>Payments are due on the day of the lesson.</u></p> <p>You can now pay for your lessons via credit card in the Student Portal. This feature currently has a 2% bank processing charge on it, but you can still pay a direct deposit into the account from your bank or cash in person with no additional bank fees attached.</p> <p><u>Direct Debit.</u> We are now offering direct debit for those who prefer to not worry about having to remember to pay each week. Please get in touch if you would like us to show you how to set this up via your Student Portal.</p> <p>Our Annual Admin fee which covers all purchasing & printing of music charts, TAB & chord charts, lyric sheets, SOVT straws and capos (if needed), pics, folders etc</p> <ul style="list-style-type: none"> • Sheet Music – is purchased by the Studio for the students benefit, so please download, or take care of the physical copies given. • Instruments are available for hire. Please enquire through Elite Music reception regarding availability & rates. • Concert fees – A fee will be required for guests of performing students. Cost depends on venue. Performing students have free entry. •

Lessons	
Lesson Scheduling	Scheduling is established with the mutual agreement of the teacher & student/parent, subject to the availability of open lesson times. If, during the year, a student wishes to change a lesson time, please let us know by emailing the office directly at contact@elitemusic.com.au & the Studio Director will arrange this change according to teacher availabilities.
Discontinuing Lessons	If you wish to discontinue lessons, a letter of cancellation is needed outside the 24-hour period. This is to be sent to contact@elitemusic.com.au Please DO NOT cancel via the portal for this.
Expectations for practice & lesson preparation	Above all, weekly attendance is what is key for learning anything new. It is only the frequent focus on a discipline that improves any skill. This is why we do not offer Fortnightly or Monthly lessons. All students should bring with them to every lesson a bottle of water & vocal straw (vocal students) & their music folder (all students). Any homework given by the teacher is there to help with the frequent focus mentioned above, making each weekly lesson advance smoothly.
Expectation of parent involvement	Parents are a very important part of any 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 & lesson preparation. This also helps the teacher gauge the expectations of the parent. Encouraging your child to perform at our concerts and support their progress is always a joy. Our educators are here to help students perfect their performance and auditioning skills as well as mentor.
Lesson times & Punctuality	Elite Music requires students to arrive no later than 5 minutes prior to their first scheduled tuition time. Most lessons are scheduled consecutively; therefore, the finishing times for lessons that start late due to tardiness cannot be extended. Always leave time for parking.
Acceptable times & methods for contacting the teacher	Under NO circumstances are students to contact their teacher directly outside the student portal as it is in breach of NSW Child Safety Laws . This contact includes all social media sites . Clients can either use the Student Portal or contact the Studio, who will then pass on the message to the respective teacher.
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 & the parent/guardian contacted. The teacher & parent/guardian will then work together to solve the problem. We do encourage teachers & parents to have open communication. Coming into the studio to pick up your child can give you a moment to ask a quick question. Alternatively, Parents are given access to students Lesson Notes in the Student Portal.

Make-ups

Make-Up Credit Lesson Booking a Make-Up Lesson

When you have made a cancellation outside of the 24-hour period, a makeup lesson credit can be taken on any day your teacher has an available spot within the valid 90-day period. When a student cancels during a Public-School Term, their lesson then becomes available as a make-up credit spot. These spots are then visible & can be booked via your Student Portal calendar. Please keep your eye on this as they may continually come and go.

For exact dates & details see our website <https://www.elitemusic.com.au/make-up-lessons/>

To minimise an overload of makeup lessons accruing, there is a limit of 2 x credits a student can hold at any time. The swifter you book them in, the quicker this will refresh, enabling you to acquire more.

If you have ANY problem doing this, PLEASE contact us at contact@elitemusic.com.au and we can help you. If you have a special case that falls outside this structure, please contact us via contact@elitemusic.com.au email or on the phone 43656636 & we will help however we can.

- To claim a make-up lesson, students must:
- Notify us of your absence with correct notice.
- Have all fees up to date

**Make-Up lessons are not guaranteed. We will do our very best to accommodate wherever possible. Please take responsibility for your own cancelling and re-booking for these make-ups via the Student Portal.*

Concerts, Parking and Pick-up

Concerts 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. Opportunities for your child to perform are everywhere. We encourage parents & students to get involved in seeking their own opportunities, as this is how the industry works if you decide to pursue a career. If you need a push in the right direction, please email us at contact@elitemusic.com.au or chat to your teacher.

Student Pick Up

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.

Parking

There are 2 driveways for this building. We have 2 allocated parking spots in front of our doors. Left hand side is for parking; Right hand side is for drop off or wait in car only. *It is an emergency vehicle space, so you just need to be available to move it immediately* if ever required. You are welcome to park in the first driveway which is the bigger car park. There is also parking on the street. Always allow time to park.