



## **Studio Policy 2020**

### Scheduling Lessons

Lessons are scheduled by school term on a weekly basis.

For students with unpredictable schedules, we have options for non-consecutive lessons, but specific times cannot be reserved for these lessons on any regular basis.

### Payment

Payment is required each term in advance of lessons starting to secure your place in the schedule. Each term's lessons will be billed for in one invoice, and sent to the email address associated with your 'My Music Staff' account. We can accept payments by internet banking (ideal) or cheque/cash by arrangement. Partial payments may attract extra admin fees.

Late payments- a 10% late fee will apply to any lessons should we receive payment after the lesson has taken place.

### Cancellations

Scherzo will allow for one (only) lesson per term to be marked absent, and a make-up credit issued (see Make-up Lessons). This absence may be used for any reason (sickness, school camp, etc.). However, to be eligible to receive the make-up credit the lesson must be cancelled with at least 24 hours notice. Lessons can be cancelled via the student portal, or you can contact your teacher directly.

All subsequent cancellations will not be made up or refunded. If a student fails to attend a lesson the teacher must still be paid for their time.

**By enrolling in lessons with Scherzo you are stating that you understand and are in full agreement with all the above studio policies.**

If you are going away for more than 1 week and inform us at the time of enrolment, you can hold your place in the schedule by paying 50% fees.

### Sickness

The teacher reserves the right to refuse to teach an obviously sick student.

### Make-up Lessons

Make-up lessons are considered "extra" lessons from the regularly scheduled lessons and are entirely subject to teacher availability. Make-up lessons are void if the student is not up to date with enrolment fees. For supplemental classes (Saturday theory/aural classes), there are no make-ups or lesson credits for missed classes. Make-up credits expire 6 months after they are issued.

Missed lessons will only be credited towards the next term if the cancelled lesson is initiated by the teacher or by Scherzo and a substitute teacher is not available.

### Ceasing Enrolment

Students may cease lessons at any time of year by giving one month's written notice to Scherzo administration: [enrolments@scherzo.co.nz](mailto:enrolments@scherzo.co.nz). After notice has been received the student must use up any unscheduled make-up credits within the final month or forfeit them, no credits will be issued thereafter. Any tokens that have been earned by the student must be returned before the final lesson or posted to: Scherzo, 13 Cashmere Place, Glenfield, Auckland 0629. We very much appreciate any 'lost' tokens that you may find later on to also be returned.