

# Treviano Studio – Studio Policy

## ATTENDANCE

1. Please be prompt when arriving for and picking up your child from her lesson. Lessons will not be extended if you arrive late for a lesson. We accept no responsibility for students outside their scheduled lesson time.
2. If the studio is unattended on arrival, please ring the doorbell and wait for a minute before ringing again.
3. Studio terms are based on the public school system and amount to forty-one tuition weeks per year.
4. Please do not bring guests to lessons. Any prospective students are welcome to make an appointment with us.

## MISSED LESSONS AND MAKEUP LESSONS

1. We will reschedule one lesson per term if you are unable to attend, provided sufficient notice is given and under certain conditions.

### Reason For Reschedule

Insufficient practice. No matter why this occurred.  
School Exam Preparation  
Forgot to attend or no notice given.  
Held up on route due to traffic or other appointments.  
Student is sick  
Severe weather conditions  
Pre-organized event such as holiday away, school camp, specialist appointment etc.

### Notice Required

No makeup given. Lesson is forfeited.  
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Ring to arrange a makeup as soon as possible  
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One week but more notice is appreciated.

2. We would however appreciate as much notice as possible to help us effectively manage our schedule.
3. If you miss any more than one lesson each term then these lessons will be forfeited unless you are able to arrange a swap with another student through our 'student swap list' (see point 10 below).
4. Missed makeup lessons are not rescheduled. They are forfeited.
5. Makeup lessons must be scheduled in the same term as the missed lesson and will not be carried forward to the next term.
6. Makeup lessons will not be given in the holidays.
7. Makeup lessons may be given by a different teacher where rescheduling is difficult.
8. Please help us in rescheduling by being as flexible as possible with the makeup lesson time. Sometimes all we can offer are late times because our schedule is full.
9. If a sibling also learns at the studio, she may also take the time of the lesson being missed by the other sibling. This is often easier than arranging a makeup.
10. Missed group lessons are forfeited without refund, deduction or deferral and it will be the responsibility of the student to catch up on missed material, either at home or in a private lesson which will be charged at our standard rate.
11. Swap List:
  - The swap list is a list of participating students and their contact details.
  - To use the swap list you must be on the swap list.
  - The swap list and our schedule is available on our secure student zone web page.
  - To swap a lesson **it is up to you** to contact the other student to arrange the swap.
  - Please notify us of the swap as soon as possible.
  - There is no limit to the number of lessons that you can swap.

## FEES

1. Fees are to be paid for the term in full unless other payment arrangements have been made.
2. Payment is accepted in the form of cash, cheque or direct transfer. Credit card facilities are not available.
3. Tuition fees will not be refunded, deducted or deferred for any reason nor credited to the customer's account for future purchases of any products or services. Please note that missed lessons are compensated by makeup lessons, not by refunds, deductions or account credit.
4. Fees for exams, eisteddfods and material purchased are to be paid when invoiced.
5. If a student stops lessons in the midst of a term, the remaining lessons will be forfeited without refund.
6. On occasions leading up to an exam or eisteddfod, students may require extra lessons which will either incur an extra fee or replace a week off after such an event. These will always be discussed with the parent first.

## STUDIO ETIQUETTE

1. Students should address us as Mr & Mrs Trevatt. When in the senior school years, students may choose to address us by our first names.

2. Students should ensure that their hands are clean at the start of each lesson.
3. No chewing gum or sweets when playing in a lesson.
4. Fingernails should be kept trimmed. Nail clippers will be provided in the lesson if nails are too long.
5. Please remove shoes before entering the studio.
6. Hats and caps should not be worn when playing the piano.
7. We expect students to be well-behaved, respectful and show good attitude both to us and towards learning.
8. Although we accept that some behavior management is a part of teaching we reserve the right to stop the lesson if the student is badly behaved.

#### PRACTICE

1. Practice is the cornerstone to progression at the piano. It is therefore a condition of acceptance into our studio that the following practice commitments are made.

LEVEL	MINIMUM PRACTICE TIME (minutes)
Up to 3 months tuition	15
3 – 6 months tuition	15-30
Older Beginners/Grade 1	30
Grades 2 & 3	45
Grades 4 - 6	60
Grades 7-8	60-120
Diploma	120+

2. It is the responsibility of the teacher and **parent** to monitor and encourage home practice, especially for the younger student.

#### TOOLS

1. An acoustic piano is required to practise on at home.
2. Beginners who have an electronic keyboard may enrol for lessons for a trial period.
3. All students require a metronome.
4. Photocopied music or workbooks are illegal and we will not teach from photocopies unless you own the book. The cost of music should be considered a part of the cost of learning the piano.

#### MUSICAL INVOLVEMENT

1. It is hoped that all students enrolled at Treviano Studio perform in the annual studio recital.
2. We strongly encourage students to enter for exams and eisteddfods.
3. All students who are entering for an exam should be enrolled for lessons of the specified length.

EXAM	LESSON LENGTH
Preliminary/Grade 1	30 minutes
Grades 2 & 3	45 minutes
Grades 4 & above	60 minutes

#### PERFORMANCE DRESS

1. When performing in concerts, exams or eisteddfods, appropriate performance attire is expected. This excludes jeans, T-shirts, shorts, thongs, sneakers or any sports wear. It is preferable for girls to wear a skirt or dress and boys to wear trousers and a shirt.
2. If exams or eisteddfods occur on a school day, students may wear a neat and tidy full school uniform

#### MISCELLANEOUS

1. Treviano Studio reserves the right to dismiss a student at the end of a term due to lack of progress resulting from poor practice habits, bad attitudes and behavior, or if we feel the Teacher/Parent/Child relationship isn't working. We will always discuss this with parents first and try to fix the problem.
2. Although we run our business from home, we have regularly scheduled business hours and non-working time. We enjoy regular communication with parents so feel free to phone or email us.
3. If you wish to discuss a matter or pay a fee please do so at the **beginning** of your child's lesson or arrange a different appointment.

#### SIGNATURE AND AGREEMENT

By signing below I confirm that I have read, understood and agree to all the terms of this policy.

Parent's Signature \_\_\_\_\_