



NICK TYLER MUSIC

STUDIO POLICY

Welcome to Nick Tyler Music!

Thank-you for your interest in taking lessons with Nick Tyler Music (NTM). Outlined in this document are the policies of operation for Nick Tyler Music.

Payment Options

Bank Transfer (Domestic Students)

PayPal Transfer (International Students only, collection managed by NTM)

Instructions for payment will be included on invoice.

Attendance Policy

Your scheduled lesson time is when your lesson will start. Please be logged into Zoom and wait in the waiting room until you are let into the room and class begins. Lateness will not be made-up.

Technology Policy

NTM uses My Music Staff (MMS) to manage lessons, billing and communication with students and parents. Upon commencement of lessons NTM will create an account for your use for the duration of lessons with NTM. Once an account has been created for you follow this link to access MMS: <https://app.mymusicstaff.com/>

Online music lessons are conducted over Zoom and access to a reliable internet connection is required.

NB: If the internet connection is consistently lacking and/or causing significant interruptions in the lessons NTM reserves the right to terminate lessons if the issue cannot be remediated, following a consultation with the client regarding viable options.

Prior to commencing lessons:

- Install Zoom on your chosen device (iOS, Android, Mac or Windows) www.zoom.us
- Create an account and login to Zoom.

On the day of the lesson students will need to:

- Log into My Music Staff with the username and password provided by NTM.
- Click on the Zoom link in the calendar for that day.
- Wait in the Zoom Waiting Room until you are let into the lesson.

Cancellation Policy and Make-up Lessons

NTM is to be notified at least 24 hours in advance of a cancellation for illness or emergency. If applicable, one make-up lesson will be provided before the end of the term. If 24 hours' notice is not provided for absence no make-up lesson will be given. Any teacher absences will be made-up at an alternate time.

A student absence is not a reason for a make-up lesson. Effort will be made to accommodate schedule changes for unique circumstances, e.g. illness and emergency, but these must be communicated to NTM at least 24 hours in advance. The day of the lesson is too late to organise a make-up lesson. All make-up lessons will take place by the end of the current term.

Supplies

Throughout the year NTM will advise on learning materials that need to be purchased for continued effective learning in lessons and for home practice. It is unlikely the cost of these will exceed \$100 per year, however these should be purchased as needed.

NTM encourages students to invest in an instrument of reasonable quality, a metronome, technical workbooks and other equipment that is beneficial to equipping students ensuring progress continues steadily.

Termination Policy

NTM reserves the right to cancel tuition at any time if any behaviour is deemed inappropriate, illegal or offensive. In this event, a student's contract with NTM can be cancelled and no refund given.

Compliments

If you enjoy your lessons with NTM please consider leaving a Google Review for NTM at <https://g.page/nicktylrmusic/review?rc>

Questions or Concerns

If you would like any further information please contact NTM by email at hello@nicktylrmusic.com or online at www.nicktylrmusic.com