



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.

### Expression of Interest and Student Registration

Student Expression of Interest is available through the following link: <https://bit.ly/3j56GdT>

Clients will be contacted regarding potential lesson times once availability has been confirmed. If there is no open availability, prospective students will be added to a waiting list and contacted once a suitable time becomes available. Once a time slot and start date has been determined and confirmed, the student will begin lessons, and an invoice for the term will be issued.

### Term Dates and Pricing

There are normally 10 weeks of music lessons per term, billed one term at a time. You can view these days in the My Music Staff Student Portal set up at registration.

#### 2020 Term Dates

Term 3 Monday 20 July–Friday 18 September (Nine weeks; eight Saturday lessons)

Term 4 Tuesday 6 October–Friday 11 December (10 weeks)

#### 2021 Term Dates

Term 1 Wednesday 27 January – Thursday 1 April

Term 2 Monday 19 April – Friday 25 June

Term 3 Monday 12 July – Friday 17 September

Term 4 Tuesday 5 October – Friday 10 December

Tuition is paid by the term (depending on term length):

#### 9 Week Term

9 x 30-minute Online Music Lessons - \$315 per term.

9 x 45-minute Online Music Lessons - \$427.50 per term.

9 x 60-minute Online Music Lessons - \$540 per term.

#### 10 Week Term

10 x 30-minute Online Music Lessons - \$350 per term.

10 x 45-minute Online Music Lessons - \$475 per term.

10 x 60-minute Online Music Lessons - \$600 per term.

Invoicing will be done at the beginning of the term and is to be paid in full by the second lesson. If at that point the invoice has not been paid the lessons will cease until all has been paid in full.

### 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.

Parents are welcome to sit with their child during the lesson to help with technology.

## 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/>

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](http://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.

## Recitals

NTM will host an online recital once a term and details will be sent out to students and parents closer to the time.

## 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 [nicktylrmusic@gmail.com](mailto:nicktylrmusic@gmail.com) or online at <https://nicktylrmusic.wixsite.com/epk1>