



Studio Policy updated November 2021

This document is comprised of 3 sections:

Section A: Introduction

Section B: Studio Policy

Section C: Studio Policy Agreement Form

Instructions for parents/caregivers and/or legal guardians

1. Please read carefully and keep for future reference:

Section B: Studio Policy

Section C: Studio Policy Agreement Form

2. Discuss the **Studio Policy** listed in **Section B** with your child and check Yes or No as you go through each one.

3. Sign the **Student Agreement** and **Parent Agreement**.

Section A: Introduction

The purpose of this Studio Policy is to create a clear understanding of what is expected of students, parents and teachers at Epics Music. This agreement includes information about the students, parents/guardians and the teachers' obligations and responsibilities.

The Important Areas Are:

- Practice Expectations.
- Missed Lessons.
- Acceptable Behaviour.
- Child Safety.

Section B: Studio Policy for Epics Music

Practice Expectations: Students are required to practice at home between lessons. Daily practice is vital to musical progress. The recommended amount of practice time will be discussed with the student depending on their age and skill level. Sufficient scheduled practice time on a daily basis is the surest guarantee that you, or your child, will experience consistent progress at their instrument. It takes committed practice during the week to put skills covered at the lesson into motion.

Lesson Books: Ensure lesson books and folders are bought to each lesson as progress and notes are made each week. This includes grey exercise books, Alfred's or Wunderkeys lesson book, folders and any sheet music we have been working on.

Parental Involvement: Parents may stay to observe lessons or leave if they prefer. Siblings are welcome in the waiting room. Parents and siblings must act appropriately. Siblings and friends must be accompanied by an adult during lessons unless otherwise discussed.

Child Drop off and Pick Up: To uphold our part of the NSW Child Safe Policy that we implement here at Epics Music, unless stated on in **Section C** of this form, your child will be asked to stay on the premises until their parent or guardian collects them. If someone else that we have not met is collecting your child please let us know beforehand.

The Waiting Room: Please be considerate of others around you, making sure, if watching the TV, to watch G or PG content with no violence. Do not feed the fish. Do not log out of Netflix or Stan. Do not download or upload any illegal content while using Epics Music free WiFi. Show others in the room respect by keeping noise to a minimum.

Payment Required: Payment is required by the Due date on the invoice. For regular term invoices the due date is week 2 of the new term. A \$10 late fee will be applied for payments received after this date.

"Make Up" Classes and Flex Week: One make-up lesson will be given at no additional charge, provided that 24 hours advance notice is given that a lesson will be missed. If less notice than that is given, provision of a makeup lesson will only be done at the discretion of the director. The make-ups are to be completed by the end of the Term or during the Flex Week. Make-up lessons will be given only at times and dates within the teacher's normal teaching schedule. The lesson is considered to have been given if the student misses the scheduled make-up lesson for any reason. Make-up lessons are limited to one in any given term; they may not be "carried over" from one term to another. There are no refunds for missed lessons.

Attendance and Lesson Cancellations: Regular punctual attendance of lessons is an issue of responsibility and choice on the part of parents and students. Please be considerate and call/text if you must cancel a lesson for *any* reason. As stated above you need to call within 24 hours of our lesson to receive a Make-up lesson. The studio shall, however, assume financial responsibility should the teacher become ill, be out of town, or cancel for any reason. A make-up lesson will be issued or the following month's regular fee will be reduced by that particular amount. Lessons can be cancelled online via <http://epicsmusic.com/students/student-portal/> which will notify the teacher and the director straight away.

Online Lessons: Lessons are always available via Zoom. If you/your child or the teacher has a mild cough or mild cold/flu-like symptoms lessons will be moved to Online. If there is a global pandemic (such as Covid-19) lessons will be moved to Online.

Behaviour: It is understood that each child behaves differently. Nevertheless, the studio reserves the right to terminate a student's lessons for the following infractions:

- Inappropriate behaviour toward the teacher on the part of the student. This includes but not limited to violent outbursts, swearing, defamation of character, unacceptable advances or any other displays which fall outside the realm of common respect and decency.
- Poor attendance and lack of communicating cancellations.
- Continually failure to pay for lessons in full by due date.

Parking and property: For student safety, Parking at the top of the driveway is suitable only for picking up and dropping off, otherwise please park on the street whilst still respecting the neighbours' driveways. When waiting for your lesson or picking up your child please remain in the waiting room as a courtesy to other students.

Government Guidelines: For the safety of our students and our staff Epics Music has a Covid Safe Plan registered with Service NSW. Epics Music will follow all small business guidelines that are in place regarding social distancing, mask wearing, QR code check-in and confirmation of vaccination status. If at any point a student or family member is not able to adhere to restrictions, lessons will be temporarily moved to online.

A note from Christine (director): If for any reason you are unsure about what is written above or have any concerns, please contact me. I am more than happy to go through any ideas, problems or queries and discuss this with you. Simply contact me through any of the options on www.epicsmusic.com.

Section C: Studio Policy Agreement for Epics Music

To the parent/caregiver/legal guardian, please:

1. **Read this policy carefully** to check that you understand your responsibilities under this agreement.
2. **Keep the document for future reference.**

I understand that Epics Music will:

- Work progressively with children and their families to encourage and develop an understanding of the studio policy.
- Uphold their responsibilities and abide by the Studio Policy.
- Keep a copy of this signed agreement on file.
- Respond to any breaches in an appropriate manner.

My responsibilities include:

- I will read this studio policy agreement document
- I will discuss the information with my child and explain why it is important
- I will return the signed response form to the Epics Music within 14 days.

Response form – Please return in 14 Days

Section C: Studio Policy Agreement Form for Epics Music

I have read and understood the Studio Policy.

Yes No

I have gone through the Studio Policy with My child.

Yes No

I agree to encourage daily practice.

Yes No

I will be aware of others while making use of the waiting area in an appropriate way.

Yes No

I agree that during Lessons, I will not:

Use any unacceptable language or act inappropriately towards the teacher.

Yes No

I understand that I am entitled to one Make-Up Lesson per term if sufficient notice is given.

Yes No

Please note: This agreement for your child will remain in force as long as he/she is enrolled at Epics Music. If it becomes necessary to add/amend any information or rule, parents will be advised in writing.

Student Agreement

- I have read this agreement with my parents and know the importance of practice and this policy. I understand that if do not follow these rules, I risk having my lessons stopped.

Parent Agreement

- We have read this Studio Policy agreement and agree to the terms stated above in section B, including my child's responsibilities.

Child Safety (please tick one).

- I allow my child to leave the property without a parent/guardian
 I DO NOT allow my child to leave the property without a parent/guardian

Media Release

- Epics Music has permission to feature photos and/or videos of this student (never using surname) on the studio's website, Facebook page and/or promotional items.
 Epics Music has permission **on a case by case basis** to feature photos and/or videos of this student (never using surname) on the studio's website, Facebook page and/or promotional items.

Name/s: _____

Date: _____

Sign: _____