

## Legend

Within this policy, the following terms are used:

*Eternal Arts Collective*: The company owning the business name, Music Eternal Australia.

*Music Eternal Australia*: The business name for teachers providing music lesson services.

*Payee*: The person responsible for the payment of lessons. This can be a parent or guardian of a student or an adult student (18+) paying for lessons or a young adult student (15+) paying for their own lessons, with a parent/guardians permission.

*Parent*: The parent, guardian or adult responsible for the enrolment of a student in lessons.

*Teacher*: The individual contracted by Music Eternal Australia for the purpose of providing music lessons to students.

*Director*: The owner of Eternal Arts Collective, Music Eternal Australia and the individual responsible for the administration of the company and business. Director refers to Elizabeth Brady, also known as Beth. Elizabeth Brady also acts as a teacher.

## Payment Policy.

Every private, not on school grounds student enrolling with Music Eternal Australia for the first time is provided with 1, 30 minute, free trial lesson. This does not include an existing student transferring to another instrument or adding another instrument to their learning.

All students are enrolled in one of the following lesson packages.

- **The #1 Museo (monthly invoicing) \$150 per month**

30 minute, individual lessons, in the studio, online or in the students home.

All resources and sheet music are provided and students are given access to an exclusive online learning platform, created by Eternal Arts Collective.

- **The Happy Musicker (monthly invoicing) \$230 per month**

60 minute, individual lessons, in the studio, online or in the students home.

All resources and sheet music are provided and students are given access to an exclusive online learning platform, created by Eternal Arts Collective.

- **The Family Museos (monthly invoicing) \$360 per month**

3 students (siblings or family members) in consecutive time slots of 30 minutes each or a group lesson of 45 minutes for 2 students with a 3rd student having 30 minutes.

4 or more students with lesson bookings, from the same family, in consecutive time slots will be charged \$110 per month, per student.

All resources and sheet music are provided and students are given access to an exclusive online learning platform, created by Eternal Arts Collective.

- **The Casual Museo (pay before each lesson, receipt given) \$1 per minute**

Length of lesson is agreed upon by student and teacher and paid for before the lesson begins, either by card, direct debit or Paypal. A receipt is sent to the payee via SMS or email. The casual museo is not guaranteed a regularly scheduled lesson time from week to week and must provide/pay for their own sheet music, resources and instrument. They are welcome to enter a hire agreement with Music Eternal Australia or source their own instrument.

- **The School Museo (invoiced per term, at school pricing)**

Be aware that each school provides instrumental lessons under different arrangements and prices, so lesson costs will vary from school to school and whether the student is learning within a group or as an individual. Music Eternal Australia upholds their agreement with the school to provide lessons for students within school hours and on school grounds, so will refer concerns to school coordinators.

### **Enrolment in lessons**

Enrolment in lessons and receiving lessons from a Music Eternal Australia teacher, signifies acceptance of the Music Eternal Australia payment policy.

This Payment and Lesson Policy is in place to ensure the best quality of learning is delivered to every student.

This policy is for all of the following:

- Parent/Guardian/Carer of a student or students, under 18 yrs old and enrolled in lessons
- Young adult students, responsible for their own fees (under 18 yrs but paying for themselves) Please provide written permission from a parent/guardian to enrol in music lessons.
- Adult Student (18 years and over)

Frequency of lessons with the same teacher shows positive results on the students musical journey. Our policy has been created to ensure all students receive the best quality music lessons possible.

If you, as the adult responsible for the student (under 18yrs old) or you as the student, have any unforeseen occurrences or emergencies which render you unable to fulfil the terms of the policy, you must notify the Director, Elizabeth (Beth) Brady a minimum of 24 hours before the students scheduled lesson time.

Failure to do so before the 24 hour period results in the missed lesson falling under the terms of our **Refund Policy**.

### **Refund Policy**

If a student is unable, for any reason to attend their lesson in person, the student will be offered the option to receive their lesson virtually, via Zoom, Skype or Duo. This virtual lesson will occur at the same time the in person lesson was scheduled for.

If the student is unable to attend their lesson in person AND virtually, at the scheduled time, they are invited to attend the 'Virtual Masterclass'. This is an online, 1 hour session which covers rhythmic and melodic concepts, includes bonus repertoire and guided practice sessions. Be aware that the masterclass is a group session, open to all ages, levels of ability and all instruments and will include a free, bonus, digital resource at the end of the session.

The Virtual Masterclass was created for any students unable to attend their regular lesson and replaces the students lesson for that week.

Any student wishing to attend the Virtual Masterclass as a bonus music time is welcome, even if the student has attended all their scheduled lessons.

No other refund, reschedule or credit options are available.

### **Private Music Students**

If a student is receiving lessons from a Music Eternal Australia teacher outside school hours, not as part of a school initiative, or are an adult student, they are considered a private student.

If a private student is unable to attend their scheduled lesson time in person, the student or the payee must notify the teacher a minimum of 2 hours before the scheduled lesson time. The student is given the option to attend their lesson virtually, via Zoom, Skype or Duo, at the scheduled lesson time.

If the student is unable to attend in person or virtually, they are invited to attend the next available Virtual Masterclass, as a replacement for their lesson.

If, due to an emergency, a teacher is unable to provide the scheduled lessons in person, they will offer the option of a virtual lesson at the scheduled time or an in person lesson with another Music Eternal Australia teacher. If another teacher is unavailable and the virtual lesson is impossible, the student is invited to join the Virtual Masterclass to replace that weeks lesson and will be provided with a replacement lesson during the next school holiday period. Holiday replacement lessons are only offered when a lesson is cancelled by the teacher.

### **Private music lessons invoice schedule**

Invoices are addressed and emailed to the parent on record as the contact for the student. If a parent has enrolled more than one student in lessons (siblings) the invoice addressed and emailed to that parent will include all students enrolled in lessons by that parent.

If the recorded contact for the student is not the person paying the invoice, the Director must be notified and the payee must provide contact details to be put on record.

Private students are invoiced on a monthly basis.

Invoices for private students are emailed a minimum of 4 days before the first scheduled lesson. Please notify the Director if you require an SMS notification for an emailed invoice.

Payment of the invoice is due 14 days from the date the invoice is issued, weekend days included.

If you wish to pay in person, card payment options are available, before or after lesson time. Cash is not accepted.

If you cannot pay in full within 14 days, you may request from the Director the option to pay 50% of the amount within 7 days. The other 50% must be paid 21 days from the date the invoice is issued, weekend days included. This option must be confirmed in writing by the Director and sent to your email.

Failure to pay the amount in full in 14 days or 50% in 7 days and the other 50% in 21 days will result in lessons being suspended, until the time the full payment has been made. Lessons are resumed once the payment shows in the account registered to Eternal Arts Collective.

The invoice must still be paid in full, even if lessons are terminated by the parent and/or student. Refunds are not available for students who missed lessons while their account was on hold, due to failure to pay.

If you are suffering from financial hardship for any reason but wish to continue lessons, please contact the Director via email [elizabeth@musiceternal.life](mailto:elizabeth@musiceternal.life) to book a call to discuss lesson and payment options.

### **School Music Students**

If a student is receiving lessons from a Music Eternal Australia teacher during school hours, on school grounds, but is unable to attend their scheduled lesson time due to a school activity or commitment, the teacher needs to be notified, either by the parent, via text to the Director, by 9am that morning or by the student. Students who are unable to attend their lesson at their scheduled time will be provided with a lesson during the lunch break of the same day, or they are welcome to attend the Virtual Masterclass after hours.

If, due to an emergency, a teacher is unable to provide the lessons on the scheduled day, lessons will be provided by another Music Eternal Australia teacher. If another teacher is not available, a replacement lesson day will be provided and scheduled with the school. Parents will receive 24 hours notice of the new schedule. A replacement lesson day is only provided when the lessons are cancelled by the teacher.

### **Public Holidays and Pupil Free Days**

If a school lesson is cancelled due to a public holiday or pupil free day, the teacher will make every effort to move the lesson to another day in the week, taught either by themselves or another Music Eternal Australia teacher.

If another lesson day is not available during school hours, the lesson will not be included on the invoice sent out before the beginning of the school term which includes the public holiday or pupil free day.

If a teacher has not been notified of a pupil free day before the beginning of the school term, the missed lesson will be marked as a credit on the invoice for the following school term.

### **School music lessons invoice schedule.**

Lessons provided on school grounds are invoiced by school term and prepared with information provided by the SA Department of Education and the individual schools.

Invoices are addressed and emailed to the parent on record as the contact for the student. If a parent has enrolled more than one student in school lessons (siblings) the invoice addressed and emailed to that parent will include all students enrolled in lessons by that parent.

If the recorded contact for the student is not the person paying the invoice, the Director must be notified and the payee must provide contact details to be put on record.

Invoices for the school term are emailed a minimum of 4 days before the first scheduled lesson. Please notify the Director if you require an SMS notification for an emailed invoice.

Payment of the invoice is due 14 days from the date the invoice is issued, weekend days included.

If you cannot pay in full within 14 days, you may request from the Director the option to pay 50% of the amount within 7 days. The other 50% must be paid 21 days from the date the

invoice is issued, weekend days included. This option must be confirmed in writing by the Director and sent to your email.

Failure to pay the amount in full in 14 days or 50% in 7 days and the other 50% in 21 days will result in lessons being suspended, until the time the full payment has been made. Lessons are resumed once the payment shows in the account registered to Eternal Arts Collective.

The invoice must still be paid in full, even if lessons are terminated by the parent. Refunds are not available for students who missed lessons while their account was on hold, due to failure to pay.

Music Eternal Australia takes no responsibility for lessons missed due to school activities, excursions or pupil free days if the Director has not been notified by the school regarding these activities, excursions or pupil free days.

If you are suffering from financial hardship for any reason but wish to continue lessons, please contact the Director via email [elizabeth@musiceternal.life](mailto:elizabeth@musiceternal.life) to book a call to discuss lesson and payment options.

**Termination of Lessons**

If a parent, young adult student or adult student wishes to terminate their lessons, Music Eternal Australia requires notice of the termination, to be emailed to the Director at [elizabeth@musiceternal.life](mailto:elizabeth@musiceternal.life), 7 days before the due date of the most recent invoice. Any student terminating lessons will receive all the lessons they have paid for and a new invoice for further lessons will not be issued to them. Students are welcome to re-enroll at any time in the future but will not receive a free trial lesson and can not be guaranteed their previous lesson time or lessons with their previous teacher.

To notify of termination of lessons, fill out the section below and email to the Director.

I ..... the recorded contact for  
.....(parent or payee name) (student name)

wish to terminate music lessons with Music Eternal Australia. I understand I can re-enroll at any time in future but will not be eligible for the free trial lesson on enrolment.

I understand I will not receive a refund for any lessons already paid for.

Signed..... Date.....  
(parent/payee name)