



## TERMS AND CONDITIONS OF ENROLMENT

(effective from 1<sup>st</sup> July 2024)

1. There are two types of registration for courses:

**a) Regular:** These classes are billed per month and a refundable deposit of 4 classes is required. This guarantees your time slot and replacement class in case of missed lessons for a valid reason. Deposit amount shall be held at the company and shall be refunded upon termination or completion of the courses, subject of clause 6a below.

**b) Ad Hoc:** Student has flexibility to choose the dates of classes, (subject of teacher's availability) and pay for those classes only. Lessons are paid based on how many classes the student has attended per month. There is no refundable deposit collected. However, tuition fees are higher to cater to flexibility given to the students.

In both cases, students receive an invoice to make a payment for classes on 24<sup>th</sup> of each month. The student shall make a payment by the 2<sup>nd</sup> day of the next month (period of 25<sup>th</sup> to 2<sup>nd</sup>).

Madison Academy of Music is working round the year, with no breaks, other than gazetted national public holidays. There is therefore no academic calendar that Madison Academy of Music follows, instead focusing on individual needs and development of the students.

2. There is a non-refundable enrolment fee of \$50 upon course registration. The enrolment fee is applicable for all new enrolment students, as well as returning students who have withdrawn from the Academy for more than six months.

3. The student agrees to settle all course fees for the month (plus any outstanding balance if any) by the first week of the month for individual lessons. An e-invoice will be sent as a reminder. Please note that a late penalty surcharge of 15% of the outstanding amount will be levied to encourage strict compliance with the Academy's policy on timely fee payment.

4. Class attendance and replacement policy

**Regular package:**

- a) For individual courses, the student is strongly advised to attend all classes regularly. The minimum **24-hour cancellation notice** of a scheduled class is required if the student is requesting a replacement class. A class can only be replaced if the **valid reason** is provided (e.g. an important family or school/work commitment).
- b) In case of a canceled lesson with less than 24 hours' cancellation notice but due to a medical reason or an unforeseen circumstance, a medical certificate or a validated letter of excuse is required for the Academy to consider granting a replacement class (within 2 months) which is subject to the teacher's availability. There is strictly **no refund** for any lesson missed without the required 24-hour cancellation.
- c) If the student registered as Regular misses two (2) or more than two classes within 1 month due to travel plans, he/she will be automatically considered to the "Ad Hoc" package payment for the duration of that month.

**Ad Hoc package:** A courtesy 24-hour prior notice should be given to the teacher in the event of an expected absence. In case of a canceled lesson with less than 24 hours' cancellation notice, due to a medical reason or an unforeseen circumstance, a medical certificate or a validated letter of excuse is required for the Academy to shift the class to the next available slot. There is strictly **no refund** for any lesson missed without the required 24-hour notice.

5. In the event, that the teacher is incapacitated and unable to conduct a scheduled lesson, he or she will arrange a replacement lesson in consultation with the Academy's administrative staff. Alternatively, the Academy may also arrange a relief teacher to take over the scheduled lesson at short notice.

6. For group courses, the student is advised to attend all classes regularly. There is **no replacement and no refund** of course fees if the student is absent for any reason. The student is encouraged to complete the course as there is no refund of the balance should the student withdraw from the class before the end of the term.

If students miss a group lesson due to illness or travel (arranged in advance), a group replacement lesson will be provided. This group replacement lesson will be held once a month for all students who have missed lessons in each month for a valid reason.

- a. For individual course termination, **four weeks'** advanced written notice must be submitted to the Academy before end of the month, failure of which will result in deposit being forfeited. All lessons are to be used within the month which must be completed before lessons termination. There is no replacement and no refund of any remaining lesson(s) missed.
- b. For group course termination, **four weeks'** advanced written notice must be submitted to the Academy before the end of term, failure of which will result in deposit being forfeited.
- c. The Academy reserves the right to transfer the student from one class to another and/or from one teacher to another in an unlikely event of a student-teacher conflict and will provide appropriate notice to the student accordingly of such a transfer.
- d. The Academy reserves the right to forfeit deposit and dismiss any student that has missed scheduled lessons on more than three consecutive occasions without having given prior notice to the teacher.
- e. The Academy reserves the right to take pictures and video recordings of any enrolled student and **will seek the expressed permission** of the parent/guardian in the case of a minor to use these images and recordings for publicity and promotional purposes.
- f. The Academy will not bear any liability for any loss of the student's personal property, or any infliction of personal injury to the student within its premises.
- g. It is the responsibility of the parent/guardian to ensure the student's safety and security. The parent/guardian is advised to drop off and pick up his or her child/ward at the Academy's reception area on time to avoid any dismay.
- h. The Academy reserves the right to include, delete or amend or any of the above terms and conditions when the need arises, and will provide prior notification to all clients accordingly.

I, \_\_\_\_\_ (name of the parent) have read and understood fully the Terms and Conditions of Madison Academy of Music as stated herewith, and hereby agree to abide by them as a condition of my enrolment at the Madison Academy of Music.

**IRYNA VOKHMYANINA**

*Music Director  
Madison Academy of Music*