



PY PIANO LESSONS

Terms of Service

1. In General

It is in the interest of all parties (Teacher, Students and Parents) concerned that the following terms and conditions be understood and followed throughout the duration of course. By using the Services from PY Piano Lessons, Users (Parents and Students) are deemed to be bound by the Terms, as may be updated by PY Piano Lessons from time to time, with or without notice. Users are to check this page regularly for any changes which may have been made to the Terms of Service herein.

2. Payment Procedures & Late Fees

Lessons shall be paid 2 weeks before the start of new term - January, April, July and October - in the form of exact cash, cheque or bank transfer.

All lesson rates are subject to annual review.

Late Payments: A reminder will be sent to Parents two weeks prior to the due date of the lesson payments. **As this is a professional business**, a late fee of \$20 per week will be applied after the second week of the new term, until the late payment is received. Non-payment or recurring late payments will result in immediate termination.

3. Commitment

Parents are expected to understand that the lessons they pay for reserves an exclusive weekly time in Teacher's schedule for their child for the entire term. The Teacher cannot resell that time, nor can she create extra teaching time to give lessons.

Lessons will continue throughout school holidays, except for major holidays such as Chinese New Year and Christmas.

Extra lessons may be arranged by mutual agreement.

4. Missed Lessons & Make-Up Lessons

In the event that the Teacher has to cancel a lesson, a make-up lesson will be arranged at the earliest possible time.

Parent/Student must notify the Teacher by 12 noon on the same day of scheduled **weekday lessons** for any cancellation/rescheduling.

Parent/Student must notify the Teacher by Friday, 8pm before their **weekend lessons** for any cancellation/rescheduling. *It is expected to be understood that a more advanced notice is required for peak hour slots, which take up the entire day on weekends.*

It shall be understood that the Teacher is a travelling teacher who conducts lesson at Students' home, hence additional charges shall be applied if make-up lessons have to be done outside of Teacher's teaching hours or by swapping other Student's lessons due to disruption in Teacher's normal travel plan and time.

All make-up lessons must be done within the current term or during the make-up session period, which is at the last week of the term. All make-up credits shall not be carried forward over next term.

Lessons missed without prior notice shall not be made up, nor shall lessons missed due to inadequate practice.

5. Punctuality

Students are expected to be ready on time for lessons in their premises. Should Students commence late, lesson shall still end at the scheduled time. Lessons are strictly non-extendable in such cases.

If the Teacher starts a lesson late, Student will still get full allotted time, thus ending late. *(Being a travelling music teacher, punctuality at times might be affected by bad traffic condition, inclement weather or family emergencies.)*

6. Other Lesson Attendees

The Parent of beginning Students shall ensure a responsible adult is present for the duration of lesson until the Student is comfortable with the Teacher. Other family members and friends may sit in on the lesson, provided they are not disruptive in the opinion of the Teacher.

7. Materials

Cost of all training aids, recitals, practical and theory examinations shall be borne by Parents/Students.

8. Practice

Students must organise their time so that good quality practice can be done under normal circumstances and that the length of each practice session increases as the Students advance.

The Teacher reserves the right to change her mind and turn down request from Students to enter for any examinations/performances if the minimum number of quality at-home practices is not/cannot be met.

9. Photographs, Videos & Recordings

Any photographs, videos and recordings taken in the course of music lessons may be used on Teacher's website and social media pages for the purpose of demonstration and promotion. Students will only be identified by their initials.

10. Dismissal

At the discretion of the Teacher, a Student may be dismissed immediately from her lesson for any of the following reasons: consistent misbehaviour (using rude language, not being cooperative, being disrespectful to teacher etc), refuse to follow weekly assignment, excessive absences, lack of progress and preparation over several weeks, unfit personal interest or consistent late payments.

The unused lessons that have been paid for are non-refundable and non-transferable.

11. School Holidays In June, November & December

PY Piano Lessons operates as a privately run piano studio and does not follow the calendar of any academic/music schools. Piano lessons continue throughout the holidays. Should Students choose to take holidays during term time, payments must still be made for the missed lessons (if any) in order to retain the Students' spot for next term.

Students are required to take at least 2 lessons in June and 3 lessons in November and December. Make-up lessons are arranged at the Teacher's discretion to accommodate everyone's vacation schedules, provided sufficient notice is given.

The requirement of minimum number of lessons during school holidays is to help Students maintain their prior achievements. Additional lessons beyond the required minimum are strongly encouraged.

12. Termination Of Agreements

Enrolling for lessons reserves the Student's specific lesson time for the entire term.

Whilst the Teacher will use every effort to ensure the Student makes satisfactory progress, the result cannot be guaranteed. Ideally, the decision to discontinue the lesson is made carefully, honestly and openly with discussion between Parents, Students and Teacher with a positive sense of closure.

With this in mind, a 30 days (1 month) notice in writing is required by the party seeking to discontinue the lessons. This ensures fairness to both Teacher and Parent/Student who needs sufficient time to find a replacement Teacher/Student.

The unused lessons that have been paid for are non-refundable and non-transferable.

13. Disclosure Of User Information

PY Piano Lessons is committed to the security of the clients' personal and company information. PY Piano Lessons does not sell, trade or transfer user information to third parties.

The user may separately agree to provide their personal information that provide contents for PY Piano Lessons, in order to access and/or use their products and/or service. If anyone agrees to provide such information to these third parties, then their personal information will be subject to their privacy policies.

Users may link to PY Piano Lessons' Site, provided they do so in a way that is fair and legal and does not damage or take advantage of the the Teacher's reputation.

14. Rights To Vary Terms

PY Piano Lessons retains the absolute right and discretion to amend, remove or vary the Terms of Service, any page of this Site or any Services provided at any time, with or without notice. The responsibility to review the latest Terms of Service is to be undertaken by Parents/Students throughout the duration of course. Continued use PY Piano Lessons' Services by Parents/Students indicates the assent to the Terms of Service as posted.