



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

Term Payments are due 2 weeks in advance of teaching term - January, April, July and October - in the form of exact cash or bank transfer.

All lesson rates are subject to annual review.

Late 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 and/or Students 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. Lessons clashed with major public holidays such as Chinese New Year and Christmas may be rescheduled by mutual agreement.

*In view of the evolving COVID-19 situation, it may be necessary from time to time to schedule online lessons via Zoom or similar.

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.

Students' absence: A 48 hours notice is required if a weekday lesson is to be rescheduled. A 72 hours notice is required if a weekend lesson is to be rescheduled. Make-ups shall be arranged at the sole discretion of the Teacher.

With effect from 1 January 2022, make-up lessons must be done on normal lesson days. No make-up lessons shall be done during term break, nor unused make-up lessons be carried forward over next term.

Lessons missed without prior notice shall not be made up, nor shall lessons be 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 pre-agreed 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 (no matter the age) shall be present throughout the lessons 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

Costs of training aids, recital fees, practical and theory examination fees are not included in the term fees and they shall be borne by Parents/Students.

8. Practice

Students must organise their time so that good quality practice can be done under normal circumstances. 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. Make-up for the missed lessons are arranged at the sole discretion of the Teacher to accommodate everyone's vacation schedules, provided sufficient notice is given.

12. Termination Of Lessons

It is the responsibility of Teacher, Student and Parent to communicate individual expectations, concerns and viewpoints and to try to find a workable solution to a problem through discussion, negotiation and compromise.

With this in mind, a 30 days (1 month) paid notice in writing is required by the party seeking to discontinue the lessons. This time period allows both parties to work out relevant details to mutual satisfaction without interrupting weekly lesson routine.

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.