



Terms and Conditions – OML

General information

- 1.** Music lessons are based on the Victorian State Government school terms.
- 2.** Lessons are booked for the entire school term.
- 3.** Oxygen Music Lessons is closed on public holidays. There is no charge for lessons that fall on those days. Please refer to our website for more information at oxygenmusiclessons.com.au.
- 4.** For new students, a trial lesson can be booked for a one-time cost, paid at the time of booking. Any missed trial lessons are forfeited. After your trial lesson, you will be given the option to enroll for the remainder of the term.
- 5.** Re-enrolment is automatic. You will keep the same day/time each term unless you notify us of any changes.
- 6.** Should you opt to not re-enroll for the subsequent term, you must provide Oxygen Music Lessons with a minimum of 3 weeks' notice prior to the commencement of the new term.
- 7.** Efforts are made to accommodate changes in students' schedules and preferences regarding teachers. However, be mindful that available time slots are limited.
- 8.** If you are running late for a lesson, please be aware that you will only receive the remainder of your scheduled lesson time.
- 9.** If your class teacher is running behind in schedule, you are still entitled to your full half hour lesson.
- 10.** You are most welcome to use our waiting room and facilities but please be mindful that there are lessons in progress and that excessive noise can disturb teachers and students.



Payment information

11. Lesson fees are automatically deducted via **direct debit**.
12. Payment for the **entire term** is debited on the **first Monday or first business day** of terms 2,3 and 4. However, **payments for Term 1 will be automatically deducted on the 3rd Tuesday of January for the upcoming year**.
13. If no notification or no payment is received by the 1st Monday of terms 2,3 and 4, students' times will not be secured.
14. If no notification or no payment is received by January 21st of Term 1, students' times will not be secured.
15. Please be aware that your lesson time is **not confirmed** until a successful payment is made.
16. There is a \$4.40 failed payment fee that you will incur each time your payment is unsuccessful. If the fees are declined, the payment will be processed again in 48 hours. This \$4.40 fee will be added to your next payment by our provider.
17. While every effort is made to communicate with customers, Oxygen Music Lessons reserves the right to remove enrolled students where there have been at least two declined payment attempts by Oxygen Music Lessons, without any correspondence from the customer.
18. All books, examinations, concerts or other events outside of your usual lessons time are at an additional cost.

Absenteeism

19. A "make-up lesson" is a session offered to a student to compensate for a missed lesson, **provided the absence was communicated with at least 7**



days' notice. A “make-up lesson” will also be offered in the event of a teacher absence. You can contact reception to notify us of an absence via phone (52296889) or email- reception@oxygenmusiclessons.com.au.

It's important to note that this "make-up lesson" has a validity period of 12 months.

- 20.** In the event of teacher absence, Oxygen Music Lessons will make every effort to cover the lesson with a substitute teacher. If this cannot be arranged, we will issue either a credit or make up lesson as preferred by the customer.
- 21.** Make up lessons must be booked through reception and customers are urged to make every effort to book and attend these lessons as they **expire after 12 months.**
- 22.** If **less than 7 days'** notice is given, the lesson will be **forfeited.** If you are unable to attend due to illness, a Zoom lesson will be offered in the usual lesson time. **If the offered Zoom lesson cannot be attended, this lesson will be forfeited.**
- 22.1** In the event of two consecutive missed lessons without notice from the parent/guardian, you will be contacted by our office to ensure yours and your child's wellbeing and confirm your return to lessons.
- 23.** Please be **respectful of Clauses 19 and 22** as this policy is in place to protect our teachers and provides them with income security as subcontractors.

Cancellation Policy

- 24.** Should you wish to terminate your lessons for an upcoming term, you must formally notify us by phone or email 3 weeks prior to the commencement of the new term, or by January 10 for Term 1.



- 25.** You will then receive a confirmation of cancellation from our reception. In the unlikely event that you do not receive an acknowledgment regarding your cancellation, we highly recommend contacting our further assistance.
- 26.** If a customer wishes to cancel a paid term enrolment once the term has commenced, a 3-lesson charge will apply. Students are welcome to attend those three lessons. Any remaining lessons after the 3-week charge may be refunded.
- 27.** Any make up lessons owed at the time of cancellation will be forfeited.
- 28.** Oxygen Music Lessons reserves the right to terminate an enrolment in the event of abuse, harassment, or harm, verbally or otherwise, towards any staff member, teacher or patron, via any means of communication.
- 29.** At Oxygen Music Lessons, we uphold a stringent policy of zero tolerance for the use, possession, or influence of alcohol or drugs. Our commitment is to ensure a safe and conducive learning environment for all our students. Any student, customer, or patron discovered violating this policy will be subject to disciplinary action, which may include the possibility of terminating lessons.
- 30.** We recommend that students opt for Zoom lessons in the presence of flu-like symptoms or gastro-related issues. For those identified as close contacts with Covid, attendance at lessons is permitted; however, we kindly request that a mask be worn during lessons.
- 31.** If a lesson is missed due to COVID an online ZOOM lesson may be offered in its place if the student is well enough to do so. If not, a make up lesson will be offered in its place.

Duty of Care and Parental Responsibility

- 32.** Whilst Oxygen Music Lessons is committed to providing a safe environment for its customers and students, it is the parents/guardians



who are responsible for their children's safety entering and exiting our premises. By attending lessons at Oxygen Music Lessons, parents/guardians and students must acknowledge and accept the following responsibilities:

- 33. Supervision and Safety:** Child safety is the responsibility of parents/guardians outside of the designated lesson hours. Please ensure your child is not left unattended before or after their scheduled lesson.
- 34. Emergency Contact Information:** Parents or guardians must provide accurate and up-to-date emergency contact information to Oxygen Music Lessons. This includes phone numbers which can be reached during the lesson in case of emergencies or changes to the pick-up arrangements.
- 35.** We ask all adult students to provide our office with an up-to-date emergency contact for themselves.
- 36.** These Terms and Conditions are reviewed and updated periodically. The latest version of this document is available on our website oxygenmusiclessons.com.au. We also include the latest version as an attachment when you receive your invoice via email.
- 37.** By paying for tuition, it is assumed that the customer has understood and agreed to the Term and Conditions.

I have read and understood Oxygen Music Lessons' Terms & Conditions.

Customer Name _____

Signature: _____



Date: / /