



# Piano Tuition

## Terms & Conditions

Shop 6, 8 – 12 Mount Barker Rd, Stirling SA 5152

- All courses/lessons occur during SA Public-School terms (excluding Public Holidays).
- The SAAOM school year is comprised of 2 x 18-week semesters with a recital at the end of each semester. Semester fees are based on a total of 19 sessions per semester (38 sessions per school year). In the event of public holidays or other prior timetable clashes, a course may be offered with a later start or varied lesson duration, always ensuring the same contact hours are provided.
- Semester fees are billed on a per term basis, in the previous term and are payable in full 7 days prior to term commencement to maintain student's place. If payment is not received by the due date and we have not been contacted to make alternate arrangements, the place will be offered to the next student on our waiting list for that time/lesson.
- Minimum enrolment length is 1 term. Withdrawal from a course or individual lessons will only be allowed at the end of each term. Notification of withdrawal must be emailed to Lian Marciano at [music@saaom.com.au](mailto:music@saaom.com.au), prior to the end of the enrolled term. All enrolments will continue into the next term if we are not notified of withdrawal.
- Materials fees exist for some courses. If your course includes a materials fee, this will be invoiced in the month prior to term commencement and must be paid by the due date to ensure adequate time for ordering and delivery to our studio (there are still significant delays and expenses with shipping since Covid-19 appeared) and we do a bulk order 2 – 3 weeks prior to term commencement. If materials are purchased they will be supplied at the first lesson, and must be paid for by the due date before collection.
- If a student is unable to attend a lesson, a makeup lesson is not offered as consistent attendance is expected and the teacher must be paid for their attendance/time. Instead, a recording or pre-recording of the lesson will be made available in the student portal under the relevant course offering. If the student cannot attend in person but wishes to participate online, we can provide online access for them to participate in the lesson live. Students are welcome to upload video of their practice to the student portal.
- For group courses, recordings of relevant piano accompaniments will be made available in the student portal under "online resources" for the relevant course enrolment. Students enrolled in individual lessons and requiring piano accompaniment will be charged separately for this if necessary/requested.
- If the teacher is absent for a lesson, and a substitute is not available, SAAOM will either offer a make-up lesson on another day, or if an alternate time cannot be made available, the lesson fee will be credited to your account, or a refund for that lesson portion given.
- Chasing overdue tuition fees and materials fees is timely and costly. If an account remains unpaid for more than 14 days but the student has expressed a desire to remain enrolled and participate in a course, we will charge a 10% late fee. Materials will not be released, and students will be unable to participate in lessons until payment has been received in full into our account and processed by SAAOM admin. Lessons missed due to unpaid invoices, remain payable. If you are unable to pay the full terms enrolment by the due date, you may be able to pay the invoice in weekly instalments, please advise us prior to the invoice due date so we can adjust your account to avoid calculation of late fees. These requests should be directed to [music@saaom.com.au](mailto:music@saaom.com.au)