

Forte School of Music.

Incorporating the Eastwood and Parramatta Forte schools.

Mission Statement

To provide an exciting and holistic approach to music education, recognising the individual needs of each student and the importance of an enjoyable and caring environment in which to nurture musical creativity.

Terms and Conditions

1.1 Definitions

"Forte" is Forte School of Music Eastwood & Parramatta

A "**Class Lesson**" is tuition of 3 – 8 pupils by one teacher. Class Lessons are 45 minutes in duration.

A "**Private Lesson**" is tuition of one pupil by one teacher. Private Lessons are 30 minutes in duration, or more as requested.

A "**Shared Private Lesson**" is tuition of two pupils by one teacher. Shared Private Lessons are 30 minutes in duration.

2.1 School Calendar

Forte lessons run for 41 weeks of the year following closely the NSW school terms. A school calendar showing exact dates is available from reception.

2.2 Absentees Policy

It would be appreciated if you let Forte know if you are going to be absent from lessons. Please leave a message on 9858 2249.

No make-up lessons will be available to students who take holidays within the school term.

Class Students

If you are absent from a class:

- we will offer you another class at a similar level, if such a class exists.
- a homework sheet will be sent to you to show you what to practice for the next lesson.
- in cases where the teacher feels that a child may be falling behind, a short catch up lesson will be arranged by the teacher, at a mutually convenient time, at no extra cost.

There is no refund or credit for lessons missed.

Private Students

If you are absent from a private lesson:

- you may be entitled to a "make up lesson", provided you contact Forte at least **48 hours** before the lesson time for approved absences. If you request, your name can then be placed on your teacher's "Cancellation List". Only **one** such lesson can be booked in a term. In the event of the required notification not being given there will be no "make up lesson" entitlement.

There is no refund or credit for lessons missed by a student regardless of how much notice is given.

2.3 Teacher Absent

If the teacher is absent:

- Forte will, where possible, get a replacement teacher.
- If we are unable to arrange a replacement teacher then your teacher will reschedule the lesson at a convenient time.
- If you cannot make the rescheduled lesson, you will be eligible for a credit of the lesson cost.

2.4 Fees

Following a trial lesson, further lessons can only be attended on enrolment and when payment has been received. Forte reserves the right to change its fee rate and any other term, notifiable in the school Newsletter.

Fees are required to be paid by the Due Date, One Term in Advance. Late Fees will apply. NO credits can be given on Fees paid.

2.5 Termination

Four weeks written notice must be given for the cancellation of a student from tuition or a Cancellation Fee will be charged. **Minimum enrolment is one term.**

2.6 Cancellation

Forte may cancel lessons at any time before the pupil commences for any reason whatsoever. Forte shall not be liable for any loss or damage arising from such cancellation. In the event of cancellation by Forte prior to the commencement of lessons, Forte will refund any fees already paid.



Terms effective from December 2008

3.1 Teachers

Forte's philosophy believes that it is good for students to experience a range of teachers during their time at Forte School of Music. Forte will endeavour to keep these teacher changes to annually if at all possible.

3.2 Classes

Forte reserves the right to merge piano classes with under 4 students.

4.1 Parent/Guardian Attendance

Parent attendance is welcomed at all times. Children up to the age of **6 must** be accompanied by a parent or guardian during the lesson. Children between the ages of 7 and 10 would benefit from a parent being present but it is not compulsory.

4.2 Student Conduct

Forte expects students to have fun in lessons but also to conduct themselves in a sensible manner with due regard for the teacher and other students. Teachers reserve the right to discipline children in their care to a certain extent. However, if this proves ineffective, it is the parent's responsibility to take control of the student and remove them from the lesson if necessary. The parent shall be responsible for the welfare and conduct of the student throughout the course and whilst the student is on the premises.

If unacceptable behaviour continues, this will be investigated by a Forte Manager. Students and/or parents who are unable to rectify unacceptable behaviour will be excluded from lessons and if necessary the premises permanently.

The standard of behaviour which is to be regarded as unacceptable in lessons or on the premises shall be determined by Forte.

4.3 Responsibility

Forte will take all reasonable care to ensure pupils are safely supervised, but cannot be held responsible for any incidents that may occur in the parent's absence.

4.4 Siblings

To ensure that your child gets the full benefit from their lesson, we request that they are accompanied by only a parent or guardian. We do not have childcare facilities.

4.5 Health and Safety

It is the responsibility of Forte to take all reasonable and practical steps to promote a safe and healthy environment for employees, and to ensure the health and safety of all who visit the premises. All employees are expected to cooperate in carrying out their work safely and in accordance with safe working practices.

Students are requested NOT to consume food or drink whilst in the school, due to Health & Safety issues.

5.1 Personal Property

The School does not accept liability for the loss of any personal property on the School's premises.

5.2 Smoking

Smoking is not permitted on School premises.

5.3 Alcoholic Drinks

Alcoholic drinks must not be consumed on School premises without permission from the Director and never when children under 18 are present.

5.4 Equal Opportunities

The School offers equal opportunities and equal treatment of Employees and students regardless of their sex, colour, race or nationality.

6.1 Customer Feedback

Forte is very proud of the service provided. However, if you do have a concern about a student's music education at Forte please talk to your teacher in the first instance. If you are unable to resolve the problem with your teacher, please telephone Forte and someone will get back to you to discuss your difficulty. If your issue is still not resolved please put it in writing to:

The Director, 1/263 Rowe St EASTWOOD 2122

7.1 Acceptance of terms and conditions

All agreements relating to the teaching of courses by Forte to the student are subject to these terms and conditions to the exclusion of all other terms and conditions. No variations or addition to the terms shall be binding unless agreed in writing by Forte and the parent.

The terms shall be deemed to have been accepted and agreed to by you upon payment or upon attending a course on 2 separate occasions, whichever is the earlier.