**School Policies and Service Agreement**

1. **Scheduling and Registration fees**
   1. Musicspot operates according to an Academic Calendar that begins on the first week of September and continues through the last full week of June.
   2. A one-time annual registration fee of €15.00 will be charged to each student.
   3. Annual registration fees are strictly non-refundable and non-transferable.
2. **Fees, Billing, and Academic Calendar**
   1. Invoices are issued on the first day of each billing period for all previously scheduled lessons. Any lessons added subsequently will be invoiced separately.
   2. Lesson fees vary according to level and duration. Students who change their lessons within the academic year will have their fees adjusted accordingly. All such changes will take effect at the beginning of the relevant billing period. Invoices are issued on the first day of each billing period for all previously scheduled lessons. Any lessons added subsequently will be invoiced separately.
   3. Failure to pay a monthly fee on time may result in refusal of service.
   4. Payments should be made in full during the first and second week of each billing period.
   5. Public Holidays which are not rescheduled for the Academic year 2024-25:
3. 28th of October (Ohi Day)
4. Christmas Holidays – 2 weeks (school holidays)
5. Green Monday
6. 1st of April
7. 1st of May - Labor Day
8. Holy Week – 2 weeks (school holidays)
9. Holy Spirit
10. **Additional Policies for One-to-One Lessons**
11. Students are expected to arrive on time for all lessons. If the student is late, the lost time will not be made up or transferred to a later lesson.
12. Any lessons cancelled by the instructor will be rescheduled.
13. Any lessons cancelled by the student with less than 24-hour advance notice will not be rescheduled, and no refund will be given.
14. If a lesson is cancelled by a student with more than 24-hour advance notice, the absence will be recorded as "excused" and the instructor will offer an alternative time to reschedule the lesson. If the student cannot be accommodated by the reasonable efforts of the instructor to reschedule the lesson, the missed lesson will be forfeited, and no refund will be given. The student is allowed to cancel the lesson a maximum of 3 times per year.
15. If a student misses a rescheduled lesson for any reason, the lesson will be not be further rescheduled and no refund will be given.
16. . No more than two excused absences may be rescheduled during the Academic Year. Exceptions will be made for students with serious health problems.

**4.**  **Additional Policies for Group Lessons and Classes**

1. Failure to attend a group lesson or class for any reason will result in the student forfeiting that lesson and no refund will be given.
2. If one student in any two-student group terminates their lessons, the remaining student will have the option of continuing a one-to-one basis. The continuing student will be billed the relevant fees for one-to-one lesson.

**5. Additional Policies for Examinations**

1. Students are responsible for paying all fees associated with external examinations (e.g., ABRSM, Trinity, Rock School, etc.).
2. Students who desire or require additional lessons to prepare for examinations will be charged extra fees for those extra lessons.
3. Musicspot is NOT responsible for any arrangements or fees associated with accompaniment or any other support service required for examinations that are not part of normal Musicspot lessons.
4. **Termination of Lessons and other Policies**
5. Students may terminate their lessons by giving Musicspot at least two weeks prior notice.
6. No refunds will be given for lessons that remain not completed because of the student's termination of lessons.
7. Except for parent classes, no one other than student(s) and teacher(s) are allowed in the classroom during lessons.
8. The parent/guardian has full responsibility to bring their child to Musicspot and pick it up as soon as the lesson ends.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have read,

understood, and agree to comply with the above school rules and policies.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_