

## Top Note Terms and conditions - Parent contract

Thank you for enrolling in the Top Note music programme. Below are our terms and conditions please take the time to read these so that we all get the best possible outcome.

### Top Note:

1. Lessons will be in small groups no more than 5 (except if special ensemble work is being done) group lessons will be 30 minutes long. If there is only one child enrolled, or suitable for a particular 'group' that child will receive a 15 minute one on one lesson (instead of a 30 minute group lesson) until such a time as there is a group suitable for him/her to join.
2. One on one lessons are available, please contact the programme director for information. Tutors may NOT teach your child outside of the Top Note programme, except with prior written consent from the programme director
3. Absences. Any absence notified BEFORE 8am will be made up, Top Note reserves the right to make up the lesson either by adding the child to another group, doing a 15 minute one on one in lieu of group lesson, or to have a mixed ensemble catchup lesson. If you know in advance that your child will not be able to attend a lesson please let us know as early as possible to allow us to make suitable adjustments.
4. Tutors have the right to refuse to teach sick (apparently infectious) kids, no catchup will be made. Don't share your diseases with us!
5. Tutors have the right to send disruptive children back to class, parents will be notified as will the school principal, no catchup will be made.
6. No credit or make up lessons are available for holiday absences during term time.
7. We undertake to encourage your child to be the best they can be.

### Parent undertakings

1. To pay all fees before the beginning of term. Fees will be invoiced by term in advance and need to be paid BEFORE the beginning of the term. ( Prompt payment will enable me to discount future fees). Please contact the programme director if you need to arrange a payment plan.
2. To advise us in writing (email) of absences (by 8am) or events that would clash with lessons as soon as possible.
3. Check emails especially on the day before lessons for timetabling issues, and after lessons to check what work needs to be done. Please print out exercises that are sent through by the tutor.
4. Ensure that the student has a functioning instrument for each lesson. This includes routine maintenance such as oiling valves, washing brass instruments etc
5. Encourage the student to practice daily, make time in the schedule. Lack of practice is the biggest reason for lack of progress. Help the kids make a schedule for their practice and help them stick to it