



RUSSIAN SOUND MUSIC ACADEMY POLICY

GENERAL RULES

- Students, families, and teachers are expected to keep civil, courteous, and polite.
- Every student shall be properly registered with full name and age provided as well as full name of parent, parent email and phone number.
- Students and teachers are expected to be on time or 5 min before for their scheduled lessons.
- All tuition payments shall be submitted within the first week of each month.
- Each student will be offered to manage an electronic portal for easier tracking of schedules, bills, assignments etc.
- Please consult your teacher BEFORE applying for exams, competitions and any other types of public performances.
- Our studio creates numerous performance opportunities for students of all levels: from very relaxed and stress-free family events to performances on professional stages. Please do not hesitate to ask your teacher about upcoming performance projects if you want to practice your confidence in public presentations.
- No food or drink is allowed in the studio, except water. We want to keep a clean and healthy environment.

TUITION

- Tuition is paid monthly one month in advance of lessons in accordance to the invoice sent by the school.
- After the student has satisfactorily completed the first trial lesson with the teacher, all further payments for regular lessons shall be made within the first week of each month for the entire month in accordance to the invoice emailed by the studio. One month advance payments secure your available space for regular lessons in your teacher's schedule and prevent new students from taking your lesson time. Late payment shall be a subject to late fees. If no payment is received by the second week of the month, all the following lessons shall be cancelled.
- If you or your teacher cancelled the lesson with the prior notice, your lesson fee will be credited to the following month and balance for the following month shall be recalculated. Please note that last minute cancellations may be a subject to charge and are nonrefundable at the discretion of your teacher.
- No cash payments shall be accepted. The payment shall be done directly to the company in accordance with payment methods described on the bottom of the invoice (bank transfer, cheque, FPS). Pay-slip or bank receipt with the date and payer name must be submitted to confirm payment.
- No payments per individual lessons are possible, unless it is a trial lesson or a single master-class.
- If tuition is not pre-paid in advance by the 7th calendar date, then following lessons will be suspended and late fee added to the next month bill.

MISSED LESSONS AND MAKE-UP LESSONS

Excused absences: typhoon signal 8 and above, black rain storms, public holidays, officially confirmed Hong Kong school breaks submitted at least 2 weeks in advance, ABRSM exam days. Lessons will be rescheduled as a makeup at the convenience of both the teacher and the student. The lesson if unused will be forwarded to the following month.

Sick Leave: Students must notify the teacher at least 2 hours in advance and may be asked to provide a medical excuse.

Lateness: Students arriving late will not receive any additional time at the end of the lesson and full lesson fee will still be charged.

Cancellation made on the day of lesson less than 1 hr before lesson start time will not be refunded or rescheduled.

Please note that occasional schedule conflicts with other activities (ballet/sport/other classes) MAY NOT BE CONSIDERED as an official excuse; in this instance, the lesson refund or rescheduling will be up to the teacher's discretion.

Teacher's leave: In the event that the teacher takes professional leave (concert, conference) an advanced notice will be given. Prior to or following any leave the teacher will compensate the missing appointment with a make-up lesson or a refund. Refunds will be deducted from the following month or made by FPS transfer. All lessons cancelled by teacher are 100% refundable.

WITHDRAWING FROM THE STUDIO

Withdrawing initiated by a student: a student may withdraw from the academy with no explanation of the reason with 2 weeks prior notice. In the case that students wish to withdraw from the studio "temporarily," the student may only continue to take lessons in the following semester based on studio enrollment and teachers' availability.

Expulsion from the studio: in the event of exceptional situations, a student may be excluded from the studio. These reasons include but are not limited to the following: skipping lessons on a regular basis, intentional damage to office equipment, misbehaving.

EXAMS

Grade and repertoire choice: entering any exam must be discussed with the teacher. The teacher makes the final decision which grade and repertoire would be the most appropriate for the student. Please, note that in case of starting preparation for an exam from the point of selecting repertoire, there must be a minimum period of 16 lessons given towards an exam preparation.

Application: The teacher will advise which term to enter, what repertoire to submit, remind important dead-lines, but the student is responsible for submitting application and payment.

STUDY MATERIALS/BOOKS/RESOURCES

All printed study resources in use must be approved by the teacher; however, the teacher is not responsible for purchasing music books for students.

PUBLIC PERFORMANCES

Opportunities: each student will be given an opportunity to perform for family oriented concerts on-site. Students, demonstrating a reasonable level of preparation and artistry as determined by the teacher may perform on the end of semester showcase. Students with exceptional achievement will be advised to perform at the public concerts and enter local and international competitions.

Repertoire and public performances policy: enrolled students must notify the teacher in advance of all public performances or music competitions **prior to agreeing to participate**. Our teachers are responsible for each student's progress and success, and will provide the student with strategic advice and training to achieve the best result. Entering open competitions without teacher's approval is strictly prohibited.

PRIVACY

Videotaping lessons: music lessons can be videotaped with the approval of the teacher but cannot be posted online.

Publicity and under-age privacy protection: The Academy maintains all rights to present selected photos, videos, and statistics materials on the academy's official website www.russiansound-piano.com, Facebook, Hong Kong local news, and advertisements. In order to protect students' privacy, full names of students will not be posted without the consent of the student and legal guardians.

I agree to all of the above policy items as a student or parent of student at Russian Sound Music Academy Ltd.

Name _____

Signature _____

Date _____