

Terms and Conditions



Jay's Music Academy
Unlock Talent. Find Passion.

By paying for and attending JMA music lessons you are agreeing to our terms and conditions:

Notice Period

Please give at least a half-semester's notice (45 days) if you wish to discontinue your lessons. All fees within the 45 days notice will be payable. This gives time to change the lesson schedule, adjust as needed, tailor the curriculum, and allow anyone on the waiting list to pick up the space. If you give less than a half-semester's notice, please note that the rest of that half-semester will still be chargeable.

Payment

Payment is requested via Auto-Pay. An invoice will be sent out at the start of each month. Please add a workable card via your parent portal. Payment is requested in advance for the upcoming month, but we are happy to discuss weekly payments instead if you require this option - please let us know if you cannot pay monthly upfront. Payment will be based on how many lessons will occur during the month. All invoices are emailed and automatically deducted on the 15th of every month unless other arrangements have been made directly with JMA. If Auto-payment fails, as a goodwill gesture, a 5-day grace period gives parents 20 days to pay before a late fee of \$25 added to the parent's account.

Lesson Expectations

If present, parents are requested to wait in our lobby during lessons. A staff member will pick up and drop off your child(ren) to you. Lessons will start and end promptly. Please ensure you are on time to pick up your child(ren).

If a child has difficulties settling into lessons or the routine, we will discuss it with the parent. We encourage parents to contact us if their children express discouragement and not simply cancel lessons without a discussion with JMA. Many times, viable solutions exist to enable the child to continue with their music lesson commitment.

Absence

Generally, JMA allows 2 free absences in the Fall and Spring semesters and 1 free absence in the Summer without incurring any fees. This policy applies to both programs. Group lesson fees are not refundable. You may have access to a practice video for the missed lesson so your child can catch up at home. If you can't attend a private lesson, makeup is available when you request it within one month of the missed lesson. We cannot make up the lesson after the one-month mark. If JMA cancels a group lesson, we will notify you by phone, e-mail, or text as soon as possible. JMA will provide a discount if we cancel any of our group lessons. If a refund is requested, we will refund the missed lesson fee to the card on file.



Absence Notice & Fee

Please understand that JMA music teachers spend time planning each weekly lesson. The number of children in the class affects class engagement and planned activities. Please be courteous to our staff's time.

Therefore, 48 hours of notice is required when a student will be absent. The only exceptions are emergencies and illnesses, for which a written doctors note is required. The parent must submit a physician's note when the child does not attend because of illness. Lesson fees remain payable without 48 hours' notice, and no refund or discount will be given.

Lesson Slot Hold Request

If a parent wishes to hold a student lesson slot at JMA due to an extended break, JMA will charge a fee equal to half of the Semester's tuition. Parents can use the "Lesson Slot Hold Request Form" for extended family vacations and temporarily discontinue lessons. A 45-day advance notice is required. We encourage parents not to hold lessons for more than three months within a year (approximately one month per semester).

Communication

Communication with parents is extremely important to us. These are the ways in which we ensure we are communicating with you in order to maximise your child's experience with us:

- **Portal:** Through our portal we can send lesson notes if there is something noteworthy to tell you about your child's lesson. You will also receive automated e-mails and occasionally text messages through our portal. If your child is older than 9, they may also have access to their own portal.
- **End of Semester feedback:** At the end of each semester, we will send feedback on how your child is getting on in relation to the set of objectives for their level.
- **Please contact us any time with any issues/concerns you may have, especially if you see your child's interest is changing and I will be more than happy to discuss!**

Parent and Student Portal

Once the registration payment is received, we will enable access to your Parent online portal. As a parent, you can see your schedule, invoices, extra downloads, lesson notes, JMA KeyNotes news and communications, and help your child keep a practice log. Information may be communicated through this portal, so it is important that you check it on occasion. Important information will also be e-mailed. Older students also have access to their own student accounts as well.

Photo/Video

Jay's Music Academy may occasionally take photographs/videos of lessons and use them in marketing materials and/or on social media, or - more commonly - use them for training. Please request the "Photo/Video Opt-Out Form" to sign if you prefer your child's photographs/videos NOT BE TAKEN and USED for these purposes.

Data Protection and Online Security

In order to book lessons with us, you will need to provide us with your e-mail address, name, child's name, child's date of birth and phone number. These details enable us to contact you regarding your lessons, add your child to class lists, and ensure that they are placed in the right class in accordance with their age.

We upload the information that you provide to a portal, managed by My Music Staff. Having audited our data protection and security procedures, we know that we are GDPR-compliant. If you would like to view the privacy policy of My Music Staff, please contact me.

Your data will never be passed onto anyone, ever.

We will use your contact details in order to communicate with you about your JMA KeyNotes lessons and for no other reason.

