

# Aum Piano Studio - Enrolment Policies

## 1. Lesson Structure & Enrolment

### a) Lesson Options

- Students may take up to two lessons per week.
- Available lesson durations:
  - 30 minutes – for beginners to Grade 2 only
  - 45 minutes
  - 60 minutes

### b) Trial Lessons

- New students may opt for up to two 30-minute trial lessons.
- Trial lessons are prepaid:
  - ₹500 per 30 minutes (students based in India)
  - ₹600 per 30 minutes (students outside India)

### c) Enrolment & Fee Payment

- Enrolment is confirmed only upon submission of the enrolment form and payment of fees for 8 classes.
- Students may also opt for a quarterly plan (24 classes paid upfront).

## 2. Payment Process

### a) Payment Confirmation

After making a payment, students must WhatsApp the payment screenshot to +91 87545 35730 along with:

- Student's full name
- Instrument of study

### b) Receipt Issuance

A digital receipt will be sent via WhatsApp or email within 7 - 10 working days as confirmation of payment.

### **c) Fee Exclusions**

As music exams are optional, our lesson fees do not include:

- Exam books or theory course materials
- Exam registration fees
- Certificate shipping costs

## **3. Attendance & Make-Up Policy**

### **a) Make-Up Lesson Eligibility**

To qualify for a make-up lesson, please notify us:

- At least 4 hours in advance (students in India)
- At least 6 hours in advance (students outside India)

### **b) If Rescheduling Isn't Possible**

When no mutually suitable time is available, eligible missed lessons will be carried forward and conducted after the fee validity period ends, at the student's usual lesson slot.

### **c) Absences Not Eligible for Make-Up**

No compensation will be provided for the following situations incurred by students:

- Late arrivals (joining after the scheduled start time)
- Uninformed absences (no prior notice given)
- Last-minute cancellations (notice given after the required minimum timeframe)

### **d) Teacher Cancellations**

If a lesson is delayed or canceled by the teacher, the lost lesson time will be fully compensated.

### **e) Punctuality**

Students are expected to be ready and logged in on time to ensure they receive the full lesson duration.

## **4. Parent & Student Responsibilities**

### **a) Communication**

- All important updates are shared via WhatsApp and/or Email.
- Parents/adult students are responsible for:
  - Staying informed about exam dates, events, and schedule changes
  - Notifying the studio of any change in address or contact details
- Aum Piano Studio is not liable for certificate delivery failures caused by outdated information.

### **b) Practice Expectations**

Recommended Daily Practice Time:

<b>Student Level</b>	<b>Minimum Daily Practice</b>	<b>Recommended Frequency</b>
Beginners to Grade 2	30 - 45 minutes/day	5 days/week
Grades 3 - 5	45 - 60 minutes/day	5 days/week
Grades 6 - 8	1 - 1.5 hours/day	6 days/week
Diploma	2 - 3 hours/day	6 days/week

- Consistent practice is essential for progress.
- Practice should include all teacher-assigned work.
- Parents are encouraged to create a routine and ask the teacher for guidance when needed.

### **c) Unprepared Attendance**

If a student attends a lesson without having practiced:

- The teacher may choose to introduce new material as a fresh learning opportunity, or
- Use the session for guided in-lesson practice to reinforce previous assignments.

## **5. Lesson Environment & Etiquette**

### **a) Technical Setup**

Ensure the following for smooth lessons:

- A quiet, distraction-free space
- A stable internet connection
- A functional device (phone, tablet, or computer)

### **b) In-Class Conduct**

- No food or beverages (except water) during class.
- Respectful and courteous behavior is expected from all students and families.

### **c) Parental Involvement**

- Parents are encouraged to support their child's learning.
- During lesson time, allow the teacher to take the lead.
- Any questions or concerns may be discussed before or after class.

## **6. Discontinuation & Refunds**

### **a) Automatic Withdrawal**

- Students with 8 or more uninformed absences in a year (consecutive or scattered) may be automatically withdrawn, as this impacts teacher scheduling.
- In such cases, no refund will be issued.

### **b) Voluntary Withdrawal**

- Students wishing to discontinue for personal reasons must fill out a withdrawal form.
- Any unused lesson fees will be refunded within 7-10 working days.

### **c) Certificate Policy**

- Aum Piano Studio is not responsible for reissuing or retrieving any lost or damaged music examination or competition certificates (local or international) once they have been issued to the student.

## **Contact Us**

If you have any questions or concerns, we're here to help:

**Call/WhatsApp:** Ms. Padmavathy Divakaran - (+91) 87545 35730

**Email:** aumpianostudio@gmail.com