

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)
- A trial lesson booking is considered confirmed only after the student has completed and submitted the trial lesson booking form and paid the trial lesson fee.

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) Delays/Absences Not Eligible for Make-Up

No make-up sessions or compensation will be provided for the following situations attributable to the student:

- Late arrivals (joining after the scheduled start time)
- Absences without prior notice
- Last-minute cancellations (notice provided after the required minimum timeframe)
- Delays or cancellations caused by power outages or unstable internet connectivity on the student's end.

We understand that occasional technical issues can occur. A one-time exception may be offered in cases of power or internet disruption, at the teacher's discretion. This does not establish an ongoing entitlement to make-up sessions.

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:

Student Level	Minimum Daily Practice	Recommended Frequency
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
- Stable power (with UPS & backup batteries if power cuts are common)
- Reliable internet (with mobile data or dongle as backup if needed)
- A working 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, any refund will be issued only after deducting the fees for the missed sessions.

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.

7. Media Release

- a) At Aum Piano Studio, we love celebrating our students' musical journeys. By enrolling in our online classes, recitals, or events, you automatically grant permission for any materials you share with us (such as videos, recordings, or photos), as well as occasional photos, videos, or recordings captured by our studio during recitals or online events, to be used exclusively for Aum Piano Studio's social media, promotional materials, and educational resources. These materials will never be sold or shared outside of this purpose.
- b) If you would prefer that you or your child not be included, simply let us know in writing at aumpianostudio@gmail.com at the time of registration, and we'll honour your request with care and respect.

8. Modifications To Policies

- a) At Aum Piano Studio, we update and adjust our policies from time to time to better reflect the needs of our teachers, students, and families. While some updates may happen without prior notice, every change we make is always guided by what's best for our learning community. We encourage parents and students to review our policies periodically so they stay familiar with the most current version.
- b) By continuing with our classes and services after a policy update, you are automatically consenting to the revised policies. If you ever have questions about a change, we warmly encourage you to reach out - we're always happy to clarify and support you.

Contact Us

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

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

Email: aumpianostudio@gmail.com