

Terms and Conditions at Mad About Music

- The student/you refers to the student or the parent/guardian of the student.
- MAM refers to Mad About Music.
- Any change in terms and conditions will be updated on the website and students are assumed to have accepted the current terms and conditions prior to commencing their lesson at any time.

<u>Regular lessons</u>

- All students are expected to enroll for minimally 4 lessons every month.
- The lesson will not be conducted if students do not turn up within 15 minutes from the start time of the lesson due to insufficient time to conduct a proper lesson. If the student arrives late for the lesson, the lesson is still expected to end on time due to other lessons that are already arranged outside of the given time slot. If the teacher fails to start the lesson on time, he/she will compensate for the full lesson duration on the same day or another day.
- Students ought to bring the following list of items for every lesson: A notebook, pencil case (including pencil, eraser and sharpener), theory book, practical book and their instrument (if applicable).
- Material costs (books, instruments and examination fees) are not covered in the lesson fees. If the student requires help from the teacher to purchase any lesson material(s), an additional service fee of 10% of the total cost will be charged to the student.
- A short lesson summary and feedback may be given to parents/guardians of students who are present at the end of the lesson. Please be punctual when picking up your child if you wish to speak to the teacher as the teacher will only be available to speak for 15 minutes after the lesson.

- Content of theory lessons will be included in regular lessons up to grade 5. Theory lessons will be chargeable separately for grade 6 and above.

Lesson Postponement or Cancellation

- If lesson postponement is needed, an advanced notice of **at least 48 hours** needs to be given unless it is due to an emergency while stating the reason for rescheduling. Any last minute postponement will be considered as a paid lesson.
- If students are feeling unwell for class, kindly inform **latest by 10am on the lesson day** and submit verified medical certifications within 3 days from the event in order to rearrange the lesson. Any last minute postponement will be considered as a paid lesson.
- Students are only allowed to postpone lessons **up to 6 times** within an enrollment period of 12 months (including the postponement of a make-up lesson). All make up lessons must be arranged **within 3 months** from each lesson date that was missed.
- Beyond that, the granting of a make-up lesson is strictly based on the discretion of the teacher.

Make up lessons

- Make up lessons should be arranged by the student with the teacher accordingly on 5th weeks or other available days. Extensions of lessons (additional theory lesson or make up lesson) may be granted based on the teacher's availability.

Withdrawal of lessons

- Permanent withdrawal of lessons require 1 month advanced notice in written form and all make up lessons, if any, must be completed within the final month of lessons. Otherwise, all outstanding lessons (including regular and make up lessons) will be forfeited.
- Lesson fees are strictly non-refundable and non-exchangeable.

Payment Mode

- To secure your lesson timeslot, payment is to be made **prior** to the start of lessons every month via Paynow at 96503391. Please notify us when payment has been made to confirm your lessons.
- If there is late payment or no payment received, lesson timing will be made available to other students who have confirmed their preferred time slot before you.

- Late payment will incur a surcharge of $30 in addition to the fees due for the month. Outstanding payment (monthly fees + surcharge) must be paid before lessons resume for the rest of the month.
- All lesson prices are final unless promotions are granted and verified by MAM.
- All lesson fees are strictly non-exchangeable and non-refundable.

Lesson upgrades

- When a student progresses to the next level, the teacher will provide at least 1 week of advanced notice prior to the following month whereby the upgrade takes place. For example, if student X is upgrading to Grade 3 in June, the teacher will provide the information during the last lesson in May before the new payment in June is due.

Examination enrollment and preparation

- Students under MAM may choose to take music examinations (practical and/or theory) if they wish to do so. More information regarding the different types of examinations can be found at https://sg.abrsm.org/en/our-exams/about-our-exams/.
- Do note that examinations are not required at every level but the student is expected to complete the Grade 5 theory exam or Grade 5 practical exam before proceeding to higher levels from Grade 6 onwards.
- MAM students taking examinations will be enrolled only under the ABRSM curriculum. More information can be found at https://sg.abrsm.org/en/our-exams/.
- If the student wishes to apply for examinations, he/she is required to check with the teacher before recommendations can be given, based on the student's performance and ability for best results.
- The teacher may guide the application process for the student, but the student is **fully responsible** for completing the application as it requires the student's personal information and verification.
- It is recommended for students to start preparing for examinations about 12 months prior to the examination date based on the publishing year of the examination pieces to allow time for adequate preparation.
- ABRSM exam dates and fees can be found at https://sg.abrsm.org/en/exam-booking/exam-dates-and-fees/.
- If the student has been transferred halfway through the examination preparation, the teacher will do his/her utmost best to meet the student's expectations. However, MAM is not responsible for undesirable outcomes especially if the student decides to continue with the examinations despite the recommendation of the teacher to do otherwise.

Discounts and Promotions

- Students are assumed to have read the respective terms and conditions before enjoying any discounts or promotions given and verified by MAM.
- All purchases are strictly non-exchangeable and non-refundable.
- All prices stated are final.

Health and Safety

- Students are highly discouraged to attend lessons if they are feeling unwell in light of the global endemic/pandemic to protect the well-being of the teacher. If in doubt, masks should be used in class by both the teacher and student.
- If the teacher decides that the student is unfit for the lesson at any point, the lesson may cease to continue immediately. Make-up lessons should be arranged by the student with the teacher accordingly on another day.
- Online lessons will be recommended for students who are feeling unwell. Please request at least 12 hours prior to the lesson to provide sufficient time to prepare the digital resources accordingly. Late notice or unexpected delay arising from technical problems will not guarantee any lesson extension due to existing lessons that are already arranged outside of the given time slot.
- To enjoy the full experience of online lessons, students are recommended to dial in the recommended settings on the video conference platform as directed by the teacher. Background noise suppression is not recommended as it distorts the instrumental sound created by the student or the teacher. Please disable it before the start of the lesson.
- All lessons will comply with government rules and regulations, including those which are related to mask-wearing, social distancing and lockdowns. Online lessons will be the default arrangement for lockdown situations. Upon the loosening of any restrictions, the student needs to notify MAM if they wish to return for physical lessons.
- In the unlikely event of health complications and/or danger, students are expected to attend lessons at their own risks as MAM is not liable for any health complications or safety issues arising from the lesson.

Compensation

- In the event of damages inflicted on any instrument/furniture/equipment during the lesson, the student is liable to pay for the full cost of repair and/or replacement of a brand new identical product as advised by MAM before the next lesson commences. Failure to do so may lead to denying the student's entry and the remaining lessons of the month will be forfeited.

Media Usage

- All students and/or parents enrolled in MAM lessons are assumed to have given full consent to allowing photos and/or videos captured during the lessons to be used for the purpose of advertising and promotion via any form of media (digital and non-digital).
- If students and/or parents feel uncomfortable with any part(s) of the photos and/or videos being made public, he/she needs to proactively reach out in written form to raise concerns. The outcome will be subject to the approval of MAM.
- Students and/or parents are allowed to keep and share the photos and/or videos captured by MAM for personal use only, without creating any form of changes to the footage (including but not limited to cropping, trimming, colour-editing and audio-editing) which may be deemed as defamatory to MAM. Otherwise, MAM reserves all rights to request for the photos and/or videos to be removed completely.

END OF TERMS AND CONDITIONS
