

# Hout Bay Music

## Student & Parent Agreement 2026–2027

Our policies are designed to ensure fairness to all students, parents and teachers while creating the best possible environment for musical growth and learning.

### 1. Fees & Payment

Lesson fees are payable in advance at the beginning of each month. Payment is due before the first lesson of the month.

### 2. Missed Lessons & Cancellations

Lessons cancelled with less than 24 hours' notice are forfeited and remain payable in full. Lessons cancelled with more than 24 hours' notice may be rescheduled subject to teacher availability. Make-up lessons must be completed within the same calendar month and do not carry over.

### 3. Lesson Continuity

A weekly lesson slot is reserved for each student. Lessons continue from month to month unless notice is given. One full calendar month's written notice is requested when discontinuing lessons. Temporary absences, holidays or school tours do not automatically suspend lesson fees or reserve a lesson slot unless otherwise agreed. In lieu of notice, one month's fees may be charged.

### 4. School Holidays & Public Holidays

Hout Bay Music operates throughout most school holidays and most public holidays. Lessons are scheduled independently of individual school calendars. The school is generally closed only on Good Friday, Easter Monday and the period between Christmas and New Year unless otherwise communicated.

### 5. Lesson Environment

Lessons are conducted on a one-to-one basis between teacher and student unless otherwise arranged. Parents, siblings and other visitors are generally not permitted to remain in the teaching room during lessons. Students should be dropped off and collected promptly at their scheduled lesson times. Hout Bay Music operates from a private family residence and visitors are requested to respect the privacy of the home and surrounding property.

### 6. Examinations & Performances

Entry fees for Trinity examinations, Eisteddfods and performances are payable in advance. Once entries have been submitted, fees are generally non-refundable.

### 7. Media Consent

Photographs, videos and recordings taken during Hout Bay Music activities may be used for promotional purposes unless parents notify Hout Bay Music in writing.

## **8. Safety & Liability**

Visitors enter the premises at their own risk. While reasonable care is taken to provide a safe environment, Hout Bay Music shall not be liable for loss, theft, damage or injury except where caused by gross negligence or wilful misconduct. Parents and guardians remain responsible for damage caused to instruments, equipment or property.

## **9. Communication**

WhatsApp is our preferred method of communication for scheduling and administration. Administrative queries will be attended to as soon as reasonably possible during business hours.