

Player 1 Terms of Enrolment (Updated April 2025)

1. Lesson Structure

- 1.1 Lessons are held weekly, year-round, excluding public holidays.
- 1.2 All students participate in weekly lessons starting Monday, 28th April 2025.
- 1.3 Lessons continue through school holiday periods with performance-based fun activities to keep students engaged and progressing.
- 1.4 One major performance event is scheduled annually.
- 1.5 Classes break mid-December and resume at the end of January.

2. Lesson Formats

- 2.1 We offer private, shared private, and group lessons across a range of instruments and music programs.
- 2.2 Lesson durations and formats are outlined at the time of enrolment.

3. Fee Structure & Payments

- 3.1 Player 1 Music School operates on a monthly direct debit system.
- 3.2 Monthly payments are processed automatically on the 1st of each month.
- 3.3 Payments cover scheduled lessons, resources, and workshops included in the membership.
- 3.4 Fees are calculated to account for public holidays and closures in December/January.
- 3.5 Family discounts do not apply to shared private lessons.

4. Cancellations & Make-Up Lessons

- 4.1 Notifications of absence must be submitted via the Player 1 Portal or App. Notifications via phone or email will not be accepted.
- 4.2 To be eligible for a make-up token, at least 48 hours' notice must be given.
- 4.3 Make-up tokens are issued once per calendar month and expire 30 days after the original class date.
- 4.4 Tokens can only be booked via the Portal or App, we do not accept bookings of make up tokens via phone or email.
- 4.5 Make-up bookings are subject to availability and may only be scheduled up to 7 days in advance.
- 4.6 Tokens can only be used for classes at the same level the student is currently enrolled in. If the student has changed levels since receiving the token, it will apply to the new level.
- 4.7 Tokens are only available to current, enrolled students. Unused tokens will expire and are not transferable or refundable.
- 4.8 Make-up tokens cannot be exchanged for cash, credit, or other benefits.
- 4.9 If Player 1 cancels a lesson, a reschedule or credit will be offered.
- 4.10 Missed lessons without proper notice are not eligible for a make-up or refund.

5. Withdrawal Policy

- 5.1 A minimum of 14 days' notice is required to withdraw from lessons.
- 5.2 Final payments will be adjusted based on notice provided.
- 5.3 Withdrawal requests must be submitted via the Player 1 Portal or App.

6. Lesson Expectations & Code of Conduct

- 6.1 Students must arrive on time, prepared, and with the required materials.
- 6.2 Respectful behaviour is expected from students, parents, and staff at all times.
- 6.3 Player 1 reserves the right to discontinue lessons due to breaches of conduct.

7. Home Practice & Music Books

- 7.1 Regular home practice is essential for student progress.
- 7.2 Students must bring practice and tuition books to each lesson.
- 7.3 We recommend a minimum of 30 minutes of practice per week, divided across the week as appropriate.
- 7.4 By enrolling, families commit to supporting consistent home practice.
- 7.5 Group piano lessons use the Piano Safari method. Books are available for purchase.

8. Public Holidays & Breaks

- 8.1 Lessons do not run on public holidays.
- 8.2 December/January breaks are scheduled based on the school year end.
- 8.3 These breaks are factored into monthly membership pricing.

9. Communication & Scheduling

- 9.1 All scheduling and payment management must be completed through the Player 1 Parent Portal or App.
- 9.2 Your teacher is unable to manage lesson reschedules or cancellations.
- 9.3 The Player 1 Branded App (coming soon) will be available for iOS and Android devices. The iClassPro App is available for use now.
- 9.4 All important announcements will be sent via email.
- 9.5 Parents and students are responsible for staying informed about lessons, changes, and policies.

10. Child Safety & Supervision

- 10.1 Children under 12 must be accompanied by an adult.
- 10.2 Please collect children promptly after lessons.
- 10.3 Player 1 teachers and staff are not responsible for supervising children outside their scheduled lesson.
- 10.4 Children are under teacher supervision only during their classroom lesson time.
- 10.5 Player 1 is not liable for injuries sustained on its premises.
- 10.6 Player 1 is not responsible for supervising siblings, friends, or family members.
- 10.7 Parents must inform Player 1 of any serious or life-threatening medical conditions.

By enrolling at Player 1 Music School, students and families agree to these terms and conditions.