

Terms of Enrolment

Updated October 2026

Key points

- **Fees:** charged by monthly direct debit on the 1st of each month.
- **Withdrawals:** submit through the Parent Portal by the 14th to avoid the following month's fees.
- **Absences:** record in the Parent Portal or App at least two business days before the lesson to be eligible for a make-up token.
- **Make-ups:** one token per student per calendar month. Tokens expire three months from issue.
- **Holidays:** enrolments are not paused for family holidays or personal absences.
- **Re-enrolling after withdrawal:** a \$20 fee applies from 1 February 2027, and previous lesson times aren't guaranteed.
- **Collection:** children must be collected promptly after their lesson. Player 1 does not provide supervision outside lesson times.

The full terms are set out below.

1 About These Terms

These terms outline how Player 1 Music School operates. They are designed to ensure fairness, clarity, and consistency for all families and staff. By enrolling in any Player 1 class, workshop, or program, you agree to these terms and conditions.

2 Enrolment Overview

Lessons run weekly across a 46-week teaching year. Regular lessons pause in mid-December and resume in early February. No lesson fees are charged during this break or on public holidays.

Enrolment operates on a month-to-month basis and continues until a withdrawal request is submitted through the iClassPro Parent Portal: portal.iclasspro.com/player1musicschool

Player 1 Music School partners with the City of Vincent and local community organisations to provide performance opportunities for students. These experiences support confidence, creativity, and real-world musical growth. Opportunities are communicated via email and participation is optional.

3 Lesson Formats

Player 1 offers private, shared-private, and group lessons across a range of instruments and music programs.

Lesson duration, format, and pricing are confirmed at the time of enrolment.

4 Group Classes and Minimum Enrolment

All group classes require a minimum of two enrolled students to run.

If enrolment falls below this minimum, families will be offered one of the following options:

- transfer to an alternative group class (subject to availability)
- upgrade to a private lesson with the applicable fee difference payable
- receive a non-refundable credit applied to future lessons or programs at Player 1 (credit is not redeemable for cash or refunds).

5 Fees & Payments

Player 1 Music School operates on a monthly direct debit payment system.

Fees are calculated according to the number of scheduled lessons within each monthly billing period. As the number of scheduled lessons may vary from month to month, monthly tuition charges may also vary.

Fees are automatically deducted on the 1st of each month and continue until enrolment is formally withdrawn in accordance with Section 8 (Withdrawal from Lessons).

From 1 October 2026, card surcharges no longer apply. Lesson fees have increased by \$1 per lesson to cover the payment processing costs now absorbed by Player 1 Music School.

A \$10 administrative fee may be applied to accounts more than 7 days overdue, in addition to any payment provider or bank dishonour fees.

Tuition fees from 1 October 2026

Lesson	Fee (incl. GST)
Private lessons	
30 minutes	\$61 per lesson
45 minutes	\$86 per lesson
60 minutes	\$121 per lesson
Shared / semi-private lessons (two students)	
30 minutes	\$48 per lesson, per student
Group lessons	
Group Instrumental	\$37 per lesson
Music Exploration	\$37 per lesson

Other lesson durations, specialist programs and individually arranged lesson formats are charged at the rate confirmed at enrolment.

Fees are not adjusted for student absences, including family holidays or extended personal absences. A student's regular place remains reserved and enrolment fees continue unless the enrolment is formally withdrawn in accordance with Section 8.

No refunds or credits are provided for missed or unused lessons.

Fees are non-refundable, except where required under Australian Consumer Law or where Player 1 cancels a program.

Failed payment and direct debit conditions continue to apply as outlined in the Billing Authorisation Agreement available through the Parent Portal.

6 Absences & Make-ups

If a student is unable to attend a scheduled lesson, absences must be recorded via the Parent Portal or App. Notifications by phone, text, or email are not accepted.

To be eligible for a make-up token, absences must be recorded at least two business days before the scheduled lesson. Business days are Monday to Friday, excluding public holidays.

Where the required notice is provided, each student may receive a maximum of one make-up token per calendar month, regardless of the number of lessons missed during that month.

Make-up lessons are offered only when a suitable space becomes available due to another student's absence. Player 1 does not create additional lessons or incur additional teacher hours to provide make-up lessons.

Make-up tokens expire three months from the date of issue and automatically lapse if unused.

Make-ups must be booked through the Parent Portal or App and can only be used for an appropriate class or lesson, subject to availability.

Make-up tokens are provided as a courtesy and are not guaranteed. They cannot be exchanged for cash, account credit, or any other benefit and are not available once enrolment has ended.

Family holidays and other personal absences do not pause tuition or extend the validity of make-up tokens.

7 Teacher Absences & Substitutes

If a teacher is unable to attend a scheduled lesson due to illness or unforeseen circumstances, Player 1 will, where possible, provide a suitable relief teacher.

If a relief teacher is not available and the lesson does not go ahead, families will receive a make-up token or be offered an alternative lesson time, subject to availability.

No refunds are provided for lessons affected by teacher absence.

Make-up tokens issued due to teacher absence do not expire.

8 Withdrawal from Lessons

All enrolments continue on a month-to-month basis.

To avoid billing for the following month, withdrawal requests must be submitted through the Parent Portal on or before the 14th of the current month.

If notice is received on or after the 15th, the following month's fees remain payable. The student's enrolment remains active during that period and they may attend all scheduled lessons.

Withdrawal dates will not be backdated.

No refunds or credits are provided for lessons that a student chooses not to attend during their notice period.

This policy enables Player 1 to maintain consistent teacher scheduling and wages and to manage lesson places fairly for all families.

9 Breaks in Enrolment & Re-enrolment

Player 1 Music School does not offer temporary pauses, fee holds, or suspension of enrolments for family holidays or other personal absences.

Families who wish to retain their student's regular teacher, lesson time, or group place must maintain their enrolment and monthly payments during the period of absence.

If a student withdraws instead, their place is released and may be offered to another student.

Families wishing to return after withdrawing must re-enrol subject to current availability, pricing, and scheduling. Previous lesson times, teachers, and group places cannot be guaranteed.

From 1 February 2027, a \$20 re-enrolment administration fee applies when a student re-enrols after withdrawing. This fee does not apply where Player 1 has cancelled the student's class or program.

Short-term absences, including holidays, are managed in accordance with Section 6 (Absences & Make-ups).

10 Behaviour & Expectations

Students must arrive on time, prepared, and with the required materials.

Respectful behaviour is expected from students, parents, and staff at all times. This includes respect for teaching spaces, instruments, and shared facilities.

Food and drinks are not permitted in lesson rooms unless approved by staff. Water is allowed.

Families and students are responsible for cleaning up after themselves and ensuring rooms are left tidy at the end of each lesson. Rubbish must be disposed of appropriately.

Player 1 Music School reserves the right to discontinue lessons if behaviour disrupts learning, causes damage, or breaches these terms.

Collection and supervision

Teachers are responsible for students during their scheduled lessons. Once a lesson finishes, teachers need to prepare for and teach their next students. Player 1 does not provide childcare or supervision outside scheduled lesson times.

Parents and carers must ensure that:

- children are collected promptly when their lesson finishes
- children are not left unattended at Player 1 before or after their lessons
- students do not enter teaching rooms other than their own, or use equipment, without permission.

The only exception is a supervision arrangement agreed in advance with Player 1, such as our Tuesday after-school arrangement for students waiting for 3:45 pm lessons.

Repeated late collection or unsupervised children will be followed up directly with the family.

11 Home Practice & Music Books

Regular home practice is essential for student progress.

Students must bring their practice and tuition books to each lesson. A folder with clear plastic sleeves is advised for printed sheet music and worksheets.

A minimum of 30 minutes of practice per week is recommended, either as short daily sessions or one longer session.

By enrolling, families commit to supporting regular home practice.

Group Piano classes use the Piano Safari method. Books are available for purchase.

12 Communication & Scheduling

All scheduling, absences, and payment management must be completed through the Parent Portal or App.

Teachers are unable to manage reschedules, cancellations, or payments directly.

Important announcements and updates are sent via email. Families are responsible for staying informed.

13 Photos & Media

From time to time, Player 1 may take photos or videos for promotional or educational use. Media permissions are managed through the iClassPro enrolment process. Families who do not wish to be included must ensure their preferences are updated in the Parent Portal.

14 Health & Safety

Families agree not to attend lessons if unwell or displaying contagious symptoms.

Parents must inform Player 1 of any serious or life-threatening medical conditions.

In the event of mandated closures or restrictions, lessons may temporarily move online without refund or credit.

15 Trial Lessons

Private lessons

New private students can book a single 30-minute trial lesson. Trial lessons are charged at the standard 30-minute private lesson rate. After the trial, families can enrol in an ongoing weekly lesson, subject to availability.

Group classes

Player 1 does not offer trial lessons for group classes. Students in a group learn together over time, and one-off visits disrupt the class. Families enrol month to month and can withdraw in line with Section 8 if the class isn't the right fit.

Our beginner group programs (Music Exploration, beginner group piano, guitar, ukulele, and vocals) are designed as gentle entry points for younger students and those new to music.

Acknowledgement By enrolling at Player 1 Music School, families acknowledge and agree to these Terms of Enrolment.