

Player 1 Music School

Terms of Enrolment

Updated October 2026

Disclaimer

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.

Enrolment Overview

Lessons run weekly across a 46-week teaching year. Regular lessons pause mid-December and resume at the end of January.

Enrolment operates on a month-to-month basis and continues until a withdrawal request is submitted through the iClassPro Customer Portal:

<https://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.

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.

Family discounts do not apply to shared-private lessons.

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)

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Fees are automatically deducted on the 1st of each month and continue until enrolment is formally withdrawn in accordance with the Withdrawal Policy.

From 1 October 2026, lesson fees have been adjusted to reflect changes to card surcharge arrangements and the payment processing costs 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 - Effective 1 October 2026

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 Discovery / 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 based on the scheduled lessons falling within each monthly billing period.

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 the Withdrawal Policy.

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

Payment processing costs are incorporated into Player 1 Music School's lesson fees. Failed payment and direct debit conditions continue to apply as outlined in the Billing Authorisation Agreement available through the Customer Portal.

Absences & Make-ups

If a student is unable to attend a scheduled lesson, absences must be recorded via the Customer 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 48 business hours prior to the scheduled lesson time. Business hours are Monday to Friday and exclude weekends and 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 Customer 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.

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.

Any make-up token issued due to teacher absence will follow the same expiry rules outlined in the Absences & Make-ups policy.

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 Customer 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.

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.

Short-term absences, including holidays, are managed in accordance with the Absences & Make-ups Policy.

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 our Code of Conduct.

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. Online practice videos are available here to help with home practice:

<https://www.youtube.com/@pianosafari346/videos>

Communication & Scheduling

All scheduling, absences, and payment management must be completed through the Customer 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.

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 Customer Portal.

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.

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

Trial Lessons Policy (Effective 2026)

Player 1 Music School does not offer casual or one-off trial lessons.

Instead, all new students enrol directly into a class or lesson on a month-to-month basis. This ensures consistency for students, fairness to teachers, and meaningful progress from the outset.

Why we don't offer trials

- Learning music works best with continuity, not one-off sessions
- Trial lessons disrupt established groups and teacher schedules
- Most families need more than one lesson to truly assess fit and progress

How families can get started

- Families enrol directly via the iClassPro Customer Portal
- Enrolment is month-to-month, with no long-term lock-in
- If the class or lesson is not the right fit, families may withdraw in line with our Withdrawal Policy (by the 14th of the month to avoid the following month's charge)

For younger students or those new to music

- Our beginner group programs (Music Exploration, beginner group piano, guitar, ukulele, and vocals) are specifically designed as gentle entry points
- These programs allow children to settle in, build confidence, and experience learning in a supportive environment

Exceptional circumstances

- Trial-style sessions may be offered at Player 1's discretion only (for example, short-term assessments or specialist referrals)
- These are not guaranteed and are not available by request

This approach allows us to focus on quality teaching, stable groups, and a positive experience for all students.