

Player 1 Music School – Terms of Enrolment (Updated October 2025)

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 throughout the year, operating on a 46-week teaching cycle.
- Regular classes pause mid-December and resume at the end of January.
- One major performance event is held annually.
- Enrolment continues month-to-month until withdrawal is submitted through the Customer Portal.

Lesson Formats

- Player 1 offers private, shared-private, and group lessons across a range of instruments and music programs.
- Lesson durations and formats are confirmed at the time of enrolment.
- Family discounts do not apply to shared-private lessons.

Fees & Payments

- All lessons are billed via monthly direct debit, processed automatically on the 1st of each month.
- Monthly fees cover all scheduled lessons within that billing period and already account for public holidays and the December/January break.
- Fees also include lesson resources and workshops that form part of the Player 1 membership.
- Player 1 does not issue refunds for missed lessons, cancellations, or absences.
- Standard transaction fees and surcharges apply as outlined in the Billing Authorisation Agreement.
- Payments continue automatically each month until written withdrawal is received.

Absences & Make-ups

- Absences must be recorded via the Customer Portal or App. Notifications by phone, text, or email are not accepted.
- If 48 hours' notice is provided, a make-up token will be issued.
- Make-up lessons are offered only on a space-available basis when another student has given notice of absence in a suitable class. Player 1 does not create additional lessons or pay extra teacher hours for make-ups.
- Each student may receive one make-up token per school term, valid for 60 days from the missed class date. If no suitable class becomes available during that period, the token will expire automatically.
- Make-ups must be booked through the Customer Portal or App. They cannot be arranged by phone, email, or directly with teachers.
- Make-ups can only be booked for classes at the same level the student is currently enrolled in.
- Missed lessons without notice are forfeited. Make-ups are a courtesy, not an entitlement, and cannot be carried forward or transferred.
- Make-up tokens cannot be exchanged for credit, cash, or any other benefit.
- Exceptions: In cases of medical issues or unavoidable emergencies, Player 1 may, at its discretion, offer a make-up, credit, or temporary pause on presentation of reasonable documentation (for example, a medical certificate).

Single-Class Programs

Some programs, such as Music Discovery, only run once per week. In these cases, make-up lessons are not guaranteed as there are no alternative class times available. If a student provides 48 hours' notice of absence, a make-up token may be issued as a goodwill gesture, but redemption is subject to future availability and may be carried forward only when a suitable class opens. Make-up tokens cannot be exchanged for credit, cash, or other benefits.

Withdrawal from Lessons

- Two weeks' written notice is required before the next billing cycle (1st of the month) to avoid charges for the following month.
- Withdrawal requests must be submitted through the Customer Portal.
- Families may attend any remaining lessons during the notice period.
- No refunds or credits are provided for unused lessons.
- Exceptions: Where withdrawal is due to a documented medical issue or unavoidable emergency, Player 1 may consider a pro-rata credit at its discretion. Requests must be made in writing with supporting documentation.

Public Holidays & School Closures

- No lessons are held on public holidays.
- Public holidays and scheduled school breaks are already factored into monthly tuition fees.
- Regular lessons pause mid-December and resume at the end of January.
- Optional workshops and performance programs may be offered during holiday periods.

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.
- Player 1 reserves the right to discontinue lessons if behaviour disrupts classes or breaches our Code of Conduct.

Home Practice & Music Books

- Consistent home practice is essential for progress.
- Students must bring their practice and tuition books to every lesson.
- Recommended minimum: 30 minutes of total practice per week, either as 5–10 minutes on weekdays or a single 30-minute session.
- By enrolling, families agree to support regular practice at home.
- Group Piano classes use the Piano Safari method. Books are available for purchase at the school.

Communication & Scheduling

- All scheduling and payment management must be completed through the Customer Portal or App.
- Teachers cannot manage reschedules, cancellations, or payments directly.
- The Player 1 Branded App (coming soon) will be available for iOS and Android; the iClassPro App is available for use now.
- Important announcements and updates will be sent via email.
- Parents and students are responsible for staying informed about lessons, schedules, and policies.

Child Safety & Supervision

- Children under 12 must be accompanied by an adult before and after lessons.
- Please collect children promptly at the end of their lesson.
- Player 1 teachers and staff are responsible for supervision only during scheduled lesson time.
- Player 1 is not liable for injuries sustained on its premises.
- Player 1 is not responsible for supervising siblings, friends, or other family members.
- Parents must inform Player 1 of any serious or life-threatening medical conditions.

Health & Safety

- Player 1 complies with current health and safety regulations.
- Families agree not to attend lessons if unwell or displaying contagious symptoms.
- 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 abide by these Terms of Enrolment.