

CANTUS NOVUS MUSIC ACADEMY

LESSON POLICIES

Updated 2 Jan 2023

PAYMENTS

- All fees are to be paid by the due date specified on the invoice (14 days after the invoice is sent out). Following the due date, there will be a \$10 late charge. We reserve the right to suspend or terminate the students' lessons until all outstanding fees are paid.
- Forms of Payment
 - **PayNow:** (UEN: 53355350D)
 - **Bank transfers** should be made to:
CANTUS NOVUS MUSIC ACADEMY
OCBC BUSINESS ACCOUNT #608-030870-001
- All paid fees are nonrefundable.

POLICIES FOR PRIVATE CLASSES

- Enrolling in lessons is a purchase of a specific time slot with the instructor. Therefore, **attendance is expected at all scheduled lessons, as the lesson time is reserved exclusively for each individual student.** Should the student cancel a lesson (group or individual), we will not be able to provide a make-up lesson or monetary refund.
- Group classes (such as performance classes, theory classes, music history classes, and recitals) are an integral part of each student's music education. These classes usually occur once or twice in a term and count as replacement classes for the regular private lesson during the weeks they are scheduled.
- Any private student who wishes to temporarily withdraw from lessons will still be responsible for paying monthly fees to retain their lesson time.
- Should the teacher cancel a lesson, the lesson will be rescheduled or refunded.
- A student will be considered dismissed voluntarily if he or she misses a lesson more than three times without giving prior notice. No refund will be given.

- A one-month notice is to be given if a student wishes to terminate the lesson. Any outstanding fee is to be paid immediately.

POLICIES FOR CHOIR ENROLLMENT

- Payment for choirs is either by month or by term.
- We do not offer make-up lessons for group classes and choir rehearsals.
- A one-month notice is to be given if a student wishes to terminate the lesson. Any outstanding fee is to be paid immediately.

ALLOWANCES

- As we understand that life can be unpredictable, we would like to extend the following allowances to our students.
- Within each 5-month term, each private student is allowed:
 - One refunded lesson
 - One make-up lesson during the assigned "make-up week." This will generally take place during a week in which the regular lesson is substituted by a group class.