



RITMO STUDIO PTE. LTD.

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UEN: 201634958G

LESSONS TERMS & CONDITIONS

1. Lesson Fees & Frequency of Lessons

A refundable \$100 deposit fee and minimum 6 months commitment is applicable for all lessons and courses conducted in Ritmo Studio (RMS), except trial lessons, promotional courses, flexi-packages, or ad-hoc programs.

The deposit fee is a security deposit for our school, in the event that the student terminates lessons before the 6 month period or without giving the required 4 weeks' advance notice. Upon valid notice of termination, the \$100 deposit will be used to offset the lesson fees of the remaining term.

Lesson fees are charged on a quarterly term basis (Except for flexi package or special programs/workshops) and must be paid by the first lesson or 15th day of the current term, whichever comes earlier. If the student fails to pay the term's lesson fees before the stipulated date, a S\$15 late fee will be imposed.

Lesson fees are pro-rated if the new student joins mid term. Please check with our RMS team for the pro-rated amount.

For Flexi-package: All lessons must be scheduled within 12 weeks, otherwise the remaining lessons will be forfeited. An additional package may be purchased to extend the validity date of the existing package.

Payment(s) can be made via PayNow (preferred), Cash, Bank Transfer or Credit Card via PayPal.

PayNow Transactions: UEN number 201634958G

Bank Account: DBS Current Account 003-945782-0

PayPal Address: payment@ritmostudio.sg

Please send a screenshot of your complete transaction to our Mobile via Whatsapp or Email.

We will not acknowledge payment/s without a valid picture/screenshot of the transaction.

- Public Holidays

No lessons will be conducted on all Public Holidays.

2. Missed or Cancelled Lessons

For individual lessons, there will be no make-up for student's absence or cancellation unless given a minimum of 48 hours' advance notice. If the student is sick and unable to turn up for lesson, please inform the reception immediately via our contact channels, and provide a soft-copy proof of the student's Medical Certificate. We understand that the student might not have consulted a doctor, despite being sick. However, our school requires proper documentation and accounting, hence there will be no make up for absence without a Medical Certificate.

We understand that unforeseen circumstances may come up for students as well as for our teachers. Please remember that our students are contracting our teacher for that period of time each week. Our teacher cannot schedule anything else during that time—professional or personal—because he/she is committed to the student's lesson time, including lesson and music preparations.

Should the regular teacher be unable to conduct the lesson, a relief teacher may take over instead or a make-up lesson to be arranged.

- Make-up Lessons (Not applicable for Group Class and Flexi-package)

All make-up lessons must be completed by the end of the term, otherwise it will be forfeited. Make-up lessons cannot be carried over to the next term. The lesson will be made up at the discretion of the management and availability of our teacher. Once the make-up lesson is scheduled successfully, the school will send out a confirmation message to the student/parent. Missed make-up lessons will not be rescheduled.

3. Student's Extended Absence/Vacation (Not applicable for Flexi-package)

We understand that students may need to take an extended absence from lessons for various reasons, such as vacation or personal matters. A minimum of 4 weeks' advance notice must be given & make-up lesson/s will be arranged as soon as possible. If no make up lessons can be scheduled within the term or a month before or after the absence, they will be forfeited.

The initial lessons after any extended absence will be spent recovering lost progress. We strongly recommend that be avoided, if at all possible.

- Upon extended period of absence, your allocated time slot may be given to another student and new timing will be arranged.

4. Materials/Preparation

Students are responsible for purchasing material(s) required for music lessons. RMS has some material(s) available for purchase in our studio. Please check with the reception for the full list of material(s).

Students should have their previous lesson material(s) practised, written assignment(s) completed, and all book(s) and material(s) present during lesson time. If students do not bring their book(s)/material(s) to the lesson, the teacher may use that lesson time for a review of theory concepts, techniques, exercises, ear training, and/or other review activities. In the event that students come to their lesson unprepared, the current lesson time then becomes a supervised practice. If continual lack of preparation occurs, it will result in slowed development as the new lesson material is then postponed to the following week.

5. Parental Involvement (if student is below 18 years old)

Just as with any subject, parental involvement in a child's musical education is crucial to their success. Classrooms are equipped with windows for parents to observe the lessons.

The studio or teachers cannot be responsible for minors who are left unattended before or after their lesson, whether in the waiting area or outside of the studio building, including multiple students/siblings of the same family. Once the student is no longer engaged in a lesson, the teacher will release them, and the parent/guardian should be there for their child.

6. Personal Property

RMS does not assume any responsibility for student and family's personal property (including, but not limited to: mobile phones, wallets, purses, clothing, student books/materials, vehicles, music instrument/equipment) lost, damaged, or left unattended in RMS' premises, and in common areas. Should any of our studio's instruments, equipment, materials or goods be damaged by the student, the student/family is responsible for full replacement. If replacement is not made, then the remaining lessons for the month and deposit are forfeited.

7. Media Consent

On occasions such as recitals, music field days, or other activities, we would like to take pictures or video clips of our students playing. We may post them on our website for families to enjoy and to show how proud we are of our students' accomplishments. Pictures, images, and/or film clips are not used for any purpose other than the aforementioned and to promote our all-inclusive studio.

The undersigned hereby authorises RMS and/or its agents, officers, volunteers, employees, or contractors to

- 1) photograph and/or film him/her.
- 2) use and display said photographs/images/film in any print publication, multimedia production, display, advertisement or internet publication.
- 3) use name, likeness, or biographical information supplied by the undersigned.
- 4) releases and forever discharges RMS, its agents, subcontractors, officers and employees from any and all claims and demands arising out of or in connection with the use of said photographs/images/film, including but not limited to, any claims for invasion of privacy or defamation.

8. Termination of Lessons (Not applicable for Flexi-package)

If students choose to stop their music lessons for any reason, RMS must be given at least 4 weeks' advance notice. If termination ends in the middle of the term, lesson fees will be prorated.

The S\$100 deposit fee will be forfeited if:

- Student fails to give us a 4 weeks' termination notice; or
- Student fails to complete at least 6 months' period of commitment.

We make every effort to work with students to achieve musical progress and success. In rare cases, if we observe behaviour that demonstrates a gross disregard to the student's musical progress, we reserve the right to terminate lessons. The following are examples of these cases:

- If the student misses two or more consecutive lessons without any notice;
- If there is a continual lack of collaboration from parents/guardians when their intervention is necessary for the student's progress (applicable for minor students only).

9. Waiver & Release of Liability

In return for participating in activities on RMS' premises, I, and/or my child, hereby waive, release, and discharge any and all claims for damages including property damage of any kind, personal injury, disability, or death which may hereafter accrue to myself, and/or my child, as a result of participation with aforementioned activities. This release is expressly intended to discharge in advance RMS, and any employees, contractors, volunteers, officers, and agents involved with RMS from and against any and all liability arising out of or connected in any way with participation in this activity.

This Waiver and Liability Release applies to, but is not limited to, private lessons, group lessons, workshops, special events, and any other RMS-related activity or at another location hosting a RMS-related activity.

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Last updated : 3 Jan 2022

