

Lessons and Cancellations Policy

1. Purpose

This policy outlines how the Musago Academy conducts music lessons and some helpful information about lesson cancellations.

2. Lesson Format

- We provide group music classes of 4 - 6 students depending on the instrument and size of our teaching room.
- Our classes follow a graded armband system, like what you might see in a Karate club, or something of that nature. We do this to give students clear levels to progress through so that they gain a sense of measurable achievement. White band being our beginner level and Black band being advanced and experienced.
- Our classes will feature some revision and new elements most lesson. This depends on how the teacher feels the group is progressing or if any consolidation is needed.
- We aim to group students by age or skill level. This depends on factors such as student maturity, availability, current ability or prior experience learning with us or from a previous tutor or organisation.
- Lessons will include varied learning materials and content to ensure our lessons are both fun and educational. We do this so our students enjoy their lessons and continually improve their music skills. Our music lessons may include any of the following:
 - Songs and exercises appropriate for the student level
 - Explanations and demonstrations
 - Play along tracks
 - Gradings (Students level up)
 - Understanding of the instrument
 - Rhythm and Aural training
 - Ensemble elements
 - Inspirational content
 - Teacher performance
 - Theory and knowledge
 - Group cohesion and participation exercises
 - Quizzes
 - And more.

3. Lesson Times & Frequency

- Lessons range from 40 - 45mins, depending on the instrument. Some classes are slightly longer to allow time for tuning the instruments
- Our group classes run during public school terms. The Academy will be closed during term breaks with some exceptions. For more information on this please see our annual calendar.
- The academy will be closed on public holidays. We factor these days into our annual calendar. Please see that for more information.
- Students may attend their scheduled lesson time weekly, when classes are running. Some rescheduling may be possible if enough notice is given.

4. Lesson Cancellations and absence.

4.1. Termination of Ongoing lessons

- You can cancel any time. However, we appreciate it if students can complete the given term where possible. We do not offer refunds, but you will not be charged from the following month of your cancellation. You can cancel your membership by logging into your Musago Academy account and cancelling your payments or you can contact us and we can do it for you. Please allow 2-3 business days.

4.2. Students

- Please let your teacher know (by email ideally) if the student is sick or away so we can prepare our classes accordingly. We'll send the student instructions, lesson notes, PDF's or portal items to help them keep up while being away. Because we offer group classes, we do not offer catchup lessons, but a student may be able to join a different class that week if suitable.

4.3. Teachers

- On the rare occasion that your teacher is sick we'll inform you immediately and provide you with instructions on what to practise that week, as well as any additional items in the portal or that we can supply remotely.
- This is partly why we offer the portal as part of your membership. Our goal is to help you learn and keep moving forwards with your skills.
- Or we will make alternate arrangements with you depending on the circumstances. We appreciate your understanding in this matter.

5. Unforeseen Circumstances

- If the academy needs to close for some unforeseen reason (such as a power outage, flood, etc...) we will inform you immediately and provide you with instructions on what to practise that week, as well as any additional items in the portal or that we can supply remotely.
- This is partly why we offer the portal as part of your membership. Our goal is to help you learn and keep moving forwards with your skills.
- Or we will make alternate arrangements with you depending on the circumstances.

6. Review

- We review our policies every two years or as changes are needed to be made.