



# Studio Policy





## Our Promise

- We promise to treat our students and families with care and respect.
- We will always give you our best, when it comes to instruction.
- We will always return your call or email in a timely and professional manner.
- We will always treat your children as our own.
- We will always be on time.
- We will always listen when you have a concern, and try our best to solve the problem
- We will always own up to our mistakes. (On the rare occasion that we are human...)
- We will always be there for every student for any reason.





## Our Expectations

- We ask that you read all emails or texts sent by Grow Music so you don't miss important information. Whitelist our email address so it does not go to spam.
- We ask that you log into the student portal periodically to check times of lessons and cancel if you can't make it.
- We ask that you are always on time for lessons, rehearsals & performances.
- Avoid scheduling appointments over your child's lessons.
- All children need support to practice daily so they can get the most out of their lessons. You promise to provide this support in a helpful environment.
- Please abide by our Child Collection Policy to help avoid confusion or misunderstanding.





## Other Expenses

On top of tuition, families may be responsible for additional expenses associated with our services. All students are required to have an instrument for home practise. Rental instruments are usually available from Grow Music (€25/term).

### **Estimated cost of new instruments:**

Piano €125 - 500

Violin €150 - 1500

Guitar €100 - 300

Drum Kit €500 - 1500

Cello €250 - 2500

### **Other Expenses(Prices may vary):**

Exams	€60+
Exam Accompanist	€45+
Repertoire (Books & Sheet Music)	€10-€30
Feis Fees	€5





## Accidents & Emergencies

### **DAMAGE TO OUR PROPERTY**

If a member of your family damages our property or equipment the account holder is liable for the cost to repair or replace.

### **EMERGENCIES**

Our staff are trained to respond to any emergencies that may occur during lessons. They will contact emergency services and the emergency contact for the family immediately, if necessary.

### **LIABILITY**

Grow Music and its staff are insured. There is very little risk involved with music lessons; however we know that people have accidents and bad things can happen. Please understand that we work hard to plan all of our lessons & events so that everyone is as safe as possible. In the event something bad happens, please notify us as soon as possible and preferably in writing so we can take action right away.





## Processing Payment

All payments made to Grow Music will be made monthly with a debit or credit card (all major cards accepted). Cash only accepted for the whole term up front.

### **IMPORTANT POINTS**

- Monthly payments are made by autopay on the first of the month. Alternately, cash accepted to prepay the entire term.
- Payments received after the 1st of the new month will be considered late, and are subject to a €30 late fee to be added to the current invoice on the 10th. We will send you a reminder if your payment did not go through. Payment will be retried 2 days later.
- After the 12th of the month, issues with late payments may affect your child's membership.

Your account is always available via our student portal.





# GROW MUSIC

## Cancellations

### **Cancellations By Management or Instructors**

- If we cancel for any reason, we will make it up. If we can't, it will be credited back to you.
- By default, we are closed on "bank holidays", such as Christmas, St. Patrick's Day, etc.
- Cancellation of classes/lessons due to unsafe weather will be up to the discretion of the instructor.
- We will typically follow the local schools' schedules for lessons with makeups scheduled at the end of the semester.
- Make-up credits will not be transferred between teachers or terms.
- Make-up notification will be sent via email.

### **Cancellations By Student/Parent**

Grow Music will not make up lessons missed by the student. Missed makeup lessons will not be madeup.

### **Leaving Grow Music**

We're sorry to see you go! Give word to your instructor. Prepaid tuition is non-refundable.





## Communication

### **General Communication**

- Generally communications between Grow Music management and students/parents will be made by email.
- We may also use group SMS text messaging to communicate with the whole school.
- Teachers have the option of using the student portal associated with their student to communicate individually, create practice logs, share sheet music and track equipment from the lending library.

### **Social Media**

- Grow Music has two Facebook groups set up: Musical Parents in Ireland & Grow Music Families
- Musical Parents in Ireland is a public group set up for the discussion of being a music friendly family in Ireland. We are also there to help people access music services and equipment around Ireland.
- Grow Music Families is a private group set up entirely for booked Grow Music clients to offer a forum for Grow Music parents to chat with each other, bring up new ideas.





## Child Protection Policy

### **Policy Statement**

*Grow Music is committed to promoting musicianship and the general well-being of every child in our membership. Our staff are garda vetted, experienced music teachers of good health and character. Our teaching and performances are facilitated in safe, child friendly environments. We are guided by our students' best interests. Our staff are trained to be aware of child protection concerns and what actions to take if concerns arise.*

We have a comprehensive policy covering the following available upon request:

- Code of behaviour
- Reporting procedures
- Confidentiality statement
- Recruiting and selecting staff
- Managing and supervising staff
- Involvement of primary carers
- Dealing with allegations against staff
- Complaints and comments procedures
- Accidents procedures

Thanks for taking the time to read our Studio Policy. If you have any questions or feedback, feel free to call Heather on 0857493112.

All the Best, The Grow Music Team