



ESTHER NG

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🌐 www.esthermusicstudio.com



on website

Esther Ng's Studio Policy for private student

- All students have a non-refundable year-end recital as a lesson in the teaching year (Sept–June). The studio follows the school holidays.
- Post-Dated cheque OR recurring e transfer will be the method of payment. A student's space is reserved for the FULL year! The lesson fee before January is non-refundable.
- 30 DAYS of written notice is required before the termination of lessons and the remaining lesson credits within the month will not be refunded. Any outstanding cheques/payments will be refunded.
- NSF Cheques: Bounced payments must be replaced immediately upon notification. The studio reserves the right to cancel the registration or to revoke privileges until full payment is received. An Administration Fee of \$20 will be charged for bounced payments.
- There is no refund on the lesson fee. Only lesson credits are offered if the teacher is notified ahead of time. Each student can have a maximum of 3 lesson credits on the system and the lesson credits will need to be used within the same school year.
- Available time slots for make up lessons will be available on the calendar at the student portal. It'll be the students' responsibility to reserve those time slots when they are available. All make up classes will be online via Muzie,Live.
- Students must assume the responsibility of cancelled lessons. Please limit your cancellations to emergencies (except by special arrangement in cases of severe illness or lengthy vacation). The student will notify the teacher a month in advance if they will be taking long vacations, and the teacher will also do the same.
- In the event of the teacher's absence, the class will be rescheduled or counted as lesson credits. Time lost because of a student's lateness cannot be made up.
- If a class has to be cancelled due to inclement weather, the makeup class will be an online class via Muzie.Live. In the case of teacher's illness, the class will be rescheduled.
- In case of a medical emergency, I will use my best judgement in obtaining medical care for your child, and you accept the responsibility for any related expenses.
- For students under age 18, a parent/guardian agreement is necessary.