



Lesson Information:

The best way to contact me regarding lessons is via email: info@emmakatewilson.com; or on my mobile: 0438 159 410. Please note, when I'm teaching I will not answer phone calls, as the student in the room will be my focus. If your matter is not urgent please send me an email, or if you need to contact me about your lesson that day send me a text message instead as I will check these between lessons.

Lessons are held at Browning St Studios, 17 Browning Street, West End. There is a small waiting area at the bottom of the internal stairs, near my studio (room 14).

Note: Unfortunately we cannot be responsible for children in these areas, so we ask that you wait with your child until their lesson begins, and children will be instructed to wait here if parents are not there to collect them at the conclusion of their lesson.

To help you make the most out of your time, it is recommended to bring a folder where you can keep any lyrics, worksheets or sheet music we use during your session, and a USB flash drive for copying backing tracks and recordings you may need. (Alternatively, Google Drive can be used for audio file storage).

Lesson Rates:

	30 Minutes	45 Minutes	60 minutes
Regular Weekly Lessons	\$45	\$62	\$80
One-Off / Casual Lessons	\$50	\$70	\$90

Regular weekly lessons are booked according to school terms (10-12 week blocks), and students have the option (and are encouraged!) to attend during school holidays. You will be invoiced at the beginning of each 10-12 week block. Please get in touch prior to each term to request any date changes during the term.

A 5% discount applies if payment is made up front for a 10-12 week block, when payment is made within the first two weeks of a 'term'.

Payment can be made by cash, cheque or direct deposit into the bank account listed below. Please quote either your invoice number or your full name and lesson date as the payment reference. Unfortunately Credit Card / Eftpos facilities are not available at the studios.

Account Name: Emma Kate Wilson

Account No. 22182961

BSB: 124 001

Notes:

- Browning Street Studios is committed to the safety and protection of young persons. All persons working on site hold a current Blue Card for Working With Children. If you have any questions or concerns about your child's safety, please do not hesitate to speak with myself or another member of studio staff.
- All teachers working from our studios adhere to our Teacher Code of Conduct and are familiar with our workplace policies and procedures. If you would like to peruse our workplace Policy and Procedures Manual, please do not hesitate to ask.
- Personal and private information will be collected by me to ensure adequate communication at all times. These details will be kept in my locked studio only.
- Our studios also have set processes for recording and dealing with complaints, concerns and incidents. You are welcome to contact a member of our management team to discuss concerns which warrant the involvement of a third party. Our Director of Teaching is Sarah Gall. You can call Sarah on our Teaching Department Landline – 3217 2266.

Terms and Conditions

The following are the Terms & Conditions of commencing lessons, including my cancellation policy.

After the initial/trial lesson, you will be bound by these conditions in order to hold your lesson time:

When 24 hours notice is given, students are entitled to cancel 2 lessons per term.

For students who have paid up front, a reschedule will be organised at a mutually convenient time, or this fee will be credited to your account for the following term. Week-to-week paying students will not be charged for cancelled lessons if 24 hours notice is given, but the opportunity to reschedule the lesson may still be available if desired.

After the maximum of 2 cancellations per term has been reached, all further lessons will be charged at the standard rate, regardless of notice given.

Cancellation of lessons without the standard 24 hours notice being given are unable to be refunded or rescheduled.

For students paying week-to-week, the outstanding fee is payable at your next lesson, or will be invoiced to you, payable within 14 days. For students who have paid up front, the lesson fee will be forfeited.

Lesson times are unable to be held for students after 3 or more consecutive missed lessons.

Please note that these fair but firm terms and conditions are based on industry standards, and are essential to the fair practice of my business.

If you have any questions or concerns about these conditions, please feel free to contact me.