

FAQ'S

What is your term structure?

Our term structure follows the SA school calendar, please refer to <https://www.schoolholidayssa.com.au>

The year is split into 4 terms. Term 1 = 11 weeks, Term 2 = 10 weeks, Term 3 = 10 weeks, Term 4 = 9 weeks. At the end of the term the studio closes for school holidays. Lessons that take place in primary schools may differ depending on their individual academic calendar.

How do I pay for lessons?

We invoice in 10 week termly blocks. For ongoing students this means the 10 week invoice block in Term 4 covers week 1 of Term 1 (11 week term). If you are a newly enrolled student in Term 1 you will pay for 11 weeks in Term 1.

Due to the complexities of our studio timetable we don't offer casual spots. If you wish to book lessons with a teacher a full term needs to be booked. If you join mid-way through a term, the weeks remaining in that term will be billed for.

The term fees are due in full by the invoice due date unless a payment plan has been arranged with us. We ask that ALL invoices are cleared by the end of week 8 in any given term.

Public Holidays are always taken into account on an invoice should your lesson day is affected.

What happens if I miss a lesson?

Firstly, notify us by texting 0488 26 19 26 so we can pop you on the cancellations list.

We do highly value our teachers' time and therefore if you miss a lesson we don't offer credits or refunds against your current or future invoices. To be eligible to be added to a teachers cancellation list (where a make up lesson may be able to be offered in the absence of another student) you must give AT LEAST 24 hours notice in writing to Dan or Carlie via text message. Please note that once a term has concluded, any make up spot from the cancellations list has not been offered the list doesn't roll over to the next term. The cancellation list expires at the end of every term. These spots are totally at your teachers discretion.

What is the notice period for cancelling the next term of lessons?

If you wish to discontinue lessons, please notify Daniel or Carlie Sherwood in writing via text or email by the beginning of WEEK 5 of the current term you are enrolled in. This gives us FIVE term weeks and TWO holiday weeks (seven weeks of notice in total) to find a replacement for your or your child's time slot. If you do not give notice by Monday of week 5, then a late cancellation notice fee of \$180 will be charged.

What happens if my teacher is unwell/away?

If your teacher is away then they will arrange a make up with you at your next lesson. This is arranged through them and multiple options will be offered. We will notify you of the absence by phone call or text/. Because they will make up the lesson, these won't be credited to your account against future invoices.

Can I contact my teacher directly?

Yes! However, if you need to make contact with a teacher to inform them of anything regarding lesson administration (i.e. absence, holiday, sickness etc), please do so through us on 0488 26 1926. We can't add you to a cancellations list if we don't know you won't be here. You can communicate with your teacher directly through their email address in relation to anything education related. (no phone contact though).

We are going on holiday in the middle of the term, what happens to our spot?

If you have a planned holiday in the middle of the term we don't refund/credit your account for the dates you are away - just in the same way a school or daycare doesn't. We pay our teachers for their time, regardless of attendance. If you are absent for more than 3 consecutive weeks, we can arrange a lower 50% charge for those weeks you're away to reserve your spot. This is strictly with notice in advance of invoices being issued - so contact us early if you've booked a sunny vacation.

Can I have a lesson in the school holidays?

We close for the school holidays. If you have arranged lessons with your teacher during this period please ensure you have all details regarding the day/time before the holidays begin. Our offices close over the holidays and although we will check messages every few days we cannot cancel/rearrange holiday lessons during this time. If you miss the booked lesson, you will be billed for it, as your teacher will have been in attendance.

How can I get in contact with Pathways?

Due to the nature of the business, sometimes we are teaching during typical 9am-5pm office hours, if you need to notify us of an absence please text 0488 26 19 26 with your teacher's name, lesson time and student name. This notification comes through to our office hub (iPads, computers and phones).

If you have a general enquiry you can call/text us on the same number or flick us an email on carlie@pathwaysmusic.com.au. If we don't manage to pick up your call, please leave a brief voice message with your query and we will endeavour to get back to you within 48 hours.