



Payment and cancellation policy

We are delighted you have chosen to study with Carra Music School and would appreciate if you would carefully read the following details. Payment of lesson fees will be taken as agreement with these policies.

Payment and attendance

- Lesson fees are charged for the term and should be paid in full at the start of each new term.
- There are three terms in the year.
- If you are having difficulties in paying for the full term, please contact the school to make an alternative arrangement.
- If your teacher has to miss a class, the class will be rescheduled; if this is not possible, the cost of the class will be refunded or deducted from the following term.
- If a student is unable to attend class, they *may* be offered an alternative time for their lesson, but this subject to availability and is not guaranteed. Sufficient notice of a cancellation should be given.

Exams

- Students who wish may take an exam, but they are not obliged to do so. RIAM exams may be taken online or in person.
- In case of online exams, the student is given a one-week window of time in which to submit.
- Please submit as early in the week as possible. Under-18s should do this with the assistance of their parents or guardians.
- If you are having difficulties submitting in the first three days of the submission time, please contact the school for assistance. Please note, assistance cannot be guaranteed if submissions are being made very close to the deadline.

Progress

- Should they wish to discuss any concerns about their child's progress, parents or guardians are welcome to call in for a short discussion about their child's progress at the beginning of a lesson. Alternatively, they may message me directly. Please note it is not possible to reply during teaching hours.

Wishing you every success in your musical journey.

Aušra Kvietkutė

