



Frequently Asked Questions

Absences

Our tutors are booked for the term, and lesson groups and materials taught are planned for the students in that lesson, for the term. As from 1 February 2018, lessons not cancelled at least one day prior to the scheduled time will have to be paid for.

All absences should be notified directly to your student's tutor. This will make rescheduling a smoother process for all.

At school or at home

We hold most of our lessons at school during school hours. Some lessons will be after hours and may be arranged at your home if this is the best option for you. Some lessons may be at a tutor's house.

Communication

Good communication is very important, and we will do our best to respond as quickly as possible to your query.

We will work with you to get in touch the best way, but we do prefer email. If you do not have an email please let Kathy know on your enrollment form.

Contact details – MusicRoom office

New students, and setting up a program in a new school are managed by Kathy Clark, owner, MusicRoom.

info@musicroom.org.nz

Call 021 689 005 (will divert to landline if out of range)

Kathy also manages all invoice queries

accounts@musicroom.org.nz

You can also use our contact us form on our website

www.musicroom.org.nz

Please allow one business day for a response

Or you can post a letter to us at:

438 Rongoiti Road, RD6, Taihape 4796

Contact details – MusicRoom tutors

Absences, lesson content, sorting out practice are all handled by the MusicRoom tutors directly with the families of our students. They will give you their contact details before the first lesson.

Ensemble lessons

We will group students for ensemble, theory and make-up lessons. These are a great opportunity to develop team skills and confidence playing in front of an audience too.

Group lessons

We offer lessons in small groups of no more than five (5) in a half hour lesson. These groups may be just one instrument or we will combine instrument groups.

Home practice

We encourage daily practice, even with the very young, it is the frequency of practice where the learning happens. Aiming for two minutes every day is better than five minutes twice a week. Missing one or two days in seven is far less damaging to overall learning than missing one out of the agreed two. It's just like reading every day for them – something they will understand.

Remember a good quality short practice is much better than hours of mindless repetition.

Individual lessons

We offer individual lessons for students.

Instrument care

Instruments should be cleaned regularly and kept in good condition. You can download 'how to' sheets from our website or ask your child's tutor for a hard copy.

Instrument hire

We can put you in touch with companies that hire instruments, and we will assist with the delivery of the instrument to you.

Invoices

Invoices are sent out on the first day of term, and due within seven (7) days. If you wish to make an arrangement to pay by installments please contact us before your invoice is due.

Leaving a MusicRoom program

We require four weeks' notice in writing of a student leaving our program, as per our terms and conditions on the enrollment form.

Lesson materials

Students should bring their instrument, music folder (including any music and their practice notebook), tutor book, and a small notebook for communication between parents and the tutor.

If students do not bring their instrument then they will be given a theory lesson. If they do not bring their instrument two weeks in a row a tutor may contact the parents.

Lesson times

Lesson times are set for each term, usually by week 3. However, they will move around to fit in important school events. We keep a roll to ensure that every student gets all their lessons.

Lessons start at 15 minutes for the very young, 20 minutes for individual or paired lessons, and 30 minutes for groups. You will be given a quote for lessons for your child before they start.

Make-up lessons

We will reschedule one make-up lesson per term if you have let us know in advance of a planned absence.

Music

The first copy of a new piece of music is on us – if it gets lost and we have to replace it you will be charged \$0.20 a copy. This must be paid directly to the teacher in the lesson before the replacement copy is handed over.

MusicRoom online

We have a website and a Facebook page. We will use images and videos of your children to showcase their achievements. We will ask you for permission at the beginning of each term. If at any time you wish to change your permission, please contact us in writing.

Performances

We regularly schedule performances for our students at their schools and in their communities. If you have an idea for a performance for your community, please let your tutor know.

Practice notebook

Each student is given a practice notebook each year. Please make sure it comes to lessons, and you take a look now and then.

Preparing for a lesson

Have instruments and music ready by the front door the night before so you don't forget anything – does it need tuning, do the valves need oiling?

Arrive 10 minutes before your lesson time and get your instrument out and do your warmups. Most teaching spaces will have a spare room nearby for you. Do not go in and interrupt a lesson in progress.

Purchasing instruments and accessories

MusicRoom can help you with the purchase of instruments and accessories. In most cases we can deliver to your school free of charge. Purchases must be paid for before they can be delivered. Installments may be possible on larger items – ask Kathy.

Repairs and maintenance

We can help you get your instrument in working order. Just ask your tutor.

Suspending lessons – illness, injury or planned absence

Lessons can be suspended due to prolonged illness or injury (more than two weeks), or for planned absences, so long as we are told as soon as possible of the need to suspend lessons. For planned absences, we require at least 24 hours' notice.

It is very important that parents and tutors work with the students to keep good communication lines open. Things will happen that are totally unplanned, however for those that are known beforehand, we can reschedule if we are given notice.

Suspending lessons – non-payment of fees

Lessons may be suspended if you do not pay your fees on time. We are happy to work with you to make an arrangement to get the fees paid in full over the term.

Lessons will be suspended when you are four (4) weeks behind in your payments. Any arrears must be paid in full before lessons can start again.

Unpaid fees may be referred for debt recovery if they are more than twelve (12) weeks in arrears at additional cost to you, and this may include default reporting.

Before you miss a payment, contact MusicRoom to see what can be done to help you.

Tutor books

For the very young and the very new, MusicRoom provides an in-house tutor book as part of your first term's fees. As our students progress we use core tutor books for each instrument. When your child requires a tutor book for their instrument, we will let you know the book we would like your child to use. We can arrange for you to purchase one through MusicRoom, or you are welcome to buy your own.

Workshops with instrumental specialists

From time to time, we will organise workshops with instrumental specialists in your area. These are available to MusicRoom students for an additional, discounted fee. The workshops are held at schools depending upon the number of participants.