

1. Programme Overview Pianist Prodigy Programme is a progressive course over a period of 3–4 years. Preferred time-slots are confirmed only upon payment and on a first-come, first-served basis.

2. Deposit A one-month deposit is required and is non-refundable. It will be strictly used to offset the final full month of lessons when withdrawal notice is provided latest by the end of the previous month. **Notice given within the same month will result in deposit forfeiture.**

Example: Withdrawal notice must be given by end-January for the deposit to offset February fees.

Please drop us a message to submit your withdrawal notice. All make-up lessons must be completed within the withdrawal month. No extensions will be provided. Deposit top-up is required with every upgrade in course fees.

3. Make-Up Lessons A maximum of 2 make-up lessons per term will be allocated for each student. Make-up lessons are provided only when more than 24 hours' notice is given via the app or message. An MC is compulsory for sickness-related absences.

Less than 24 hours' cancellation: Make-up lessons will not be provided, except for medical reasons, in which case an MC is required.

***Make-up sessions must be completed within 1 month of the missed lesson date.** No reminders will be sent. Make-ups are forfeited if cancelled after being booked. Make-ups will be conducted with the next available teacher in the next available class. If the absence is due to travel, proof of flight must be provided for make-up lessons to be arranged.

No suspension of lessons is allowed.

4. Class Size Group Classes: Minimum 3 students, maximum 5 students. Lessons are non-parent-accompanied. Lesson duration may be adjusted based on student numbers:

- 3–5 students: 60 minutes (with 5-minute debrief)

Partner Classes: 2 students. 45 minutes (with 5-minute debrief) No lessons will be conducted if only 1 student is present for all group lessons.

4. Lessons There are 4 weekly lessons allocated monthly. Please refer to the School Calendar for fixed weekly lesson dates.

5. Fees are fixed monthly and will be collected 7 days before the 1st of each month. There is no proration of fees. Material fees will be collected when required. A **5% late payment fee** will be automatically applied 7 days after the invoice date if payment is not received.

Fees paid are non-refundable and non-transferable.

If fees are still unpaid after 7 days, your lesson slot will be automatically released a week before lessons commence. Re-joining the programme will require payment of registration fees.

6. Foldable Piano Promotion (Prodigy Programme only; within 1st month of enrolment)

Top up \$99 for 1 x Joy Foldable Piano (worth \$329.90). Promotion is for a limited period only, while stocks last.

A minimum commitment of 6 full months is required. Deposit may be used from the 6th month onwards with one month's advance notice.

Deposit will be forfeited if the 6-month commitment is not fulfilled. \$99 top up for Foldable Piano may only be purchased within the 1st month of joining. **Promotion ceases after the 1st month of enrolment and you may purchase at the original price.**

7. Teachers are trained in the programme and follow the curriculum and lesson plans. In cases of teacher absence, sickness, or permanent schedule changes, replacements will be arranged. No prior notification is provided for relief teachers.

9. Confidentiality & Media All information provided to JoyWaltzAcademy will be kept strictly confidential and used only for communication. Videos/photos taken during lessons or performances may be used for progress updates, marketing materials, and related academy purposes.

10. JoyWaltzAcademy reserves the right to amend the Terms & Conditions at any time.

What to Expect

- ▲ Easy cancellation (>24 hours) and booking of make-up lessons via Classcard.
- ▲ Dedicated teachers updating progress sheets after each lesson. For longer discussions, please let us know in advance so the teacher can allocate time.
- ▲ Parent-Teacher Meeting at the end of each book/grade level; parents will be invited in 5–10 minutes earlier and notified beforehand.
- ▲ 24/7 access to PianistProdigy.com (programme details shared via WhatsApp).
- ▲ Monthly video updates of your child's progress via the DiiBear App.
- ▲ To maintain a quiet learning environment, please drop off your child 2–3 minutes before class and wait for the teacher to open the door.
- ▲ Lessons may begin slightly later due to earlier class extensions. Thank you for your understanding as teachers adjust lesson timing accordingly.

I have read and understood the above Terms & Conditions and agree to abide by them.

Name of Parent / Guardian & Signature

Date