



The following principles help to keep *Premier Piano* running smoothly, effectively, and fairly. Membership registration is deemed acceptance of the terms and conditions laid out in this policy document. Please read it carefully and don't hesitate to reach out with any questions you may have! At your first lesson, you'll receive a hard copy of this policy, along with a copy of the calendar and your registration form.

aoife@premierpiano.ie

Payments:

- The monthly payment amount spreads the cost of the academic year of lessons. For those commencing at the outset of the academic year, this will consist of 10 equal payments as outlined in the rates document. The monthly amount is the same whether there are 5 or 2 scheduled lessons in a given month. Fees take into account all of the various elements involved in providing our service to you, in addition to lesson time. Payments are adjusted accordingly for students commencing later in the year. Please see studio calendar.
- Prior to your first lesson, you will receive an email with a link to set up your payment plan. This is to be completed by the date outlined, prior to commencement of lessons. Lessons may not commence if the subscription process and initial payment have not been completed. Payments recur monthly on the date of the initial set up. Payment data are managed securely by Stripe for recurring payments, and Revolut for one-off payments and tap to pay.
- Where applicable, at the closing of the teaching year in June a placeholder deposit of €100 is paid per family to keep a slot for the following academic year. The placeholder deposit is deducted from the total payable for the following academic year. This also applies to new incoming students whose consultations fall in the summer months prior to the commencement of lessons in September. *The placeholder deposit is non-refundable.*
- *Premier Piano* cannot guarantee places for students who frequently cancel, are frequently late, or do not practice sufficiently.
- A discount applies for students at the same address taking lessons back to back. If there is a difference in lesson time/level/fee, the discount will be applied to the lower.
- Registration of student memberships implies a commitment for the full academic year. If you wish to finish lessons, please provide written notice by email. Membership payments are non-refundable, however students may continue to avail of any lesson time already covered by their monthly membership payment until the end of that monthly cycle when the termination will take effect.
- Studio fees may be subject to increase at the outset of a given academic year.

Schedule:

- Lessons are scheduled when the student begins their membership, and at the beginning of each academic year thereafter. Your membership fee reserves this mutually agreed, regularly scheduled time for you each week during the academic year.
- If you are unable to keep this time, no credit or refunds will be given.
- During registration in August, you will receive a slot-scheduling form in which to inform us of the days and times that you cannot have lessons, after which a slot will be offered. Premier Piano endeavours to accommodate everyone with a mutually agreeable time, however please bear in mind that scheduling and availability is impacted by location and slots already occupied by other students.
- If a student/parent wishes to change their lesson time mid-year this can be discussed on a case-by-case basis, however, this is subject to availability and cannot be guaranteed.
- Lessons are conducted on weekdays. Lessons will not be conducted on school holidays, public holidays, or long weekends.
- It is usually possible to offer an optional summer term through July, however depending on my commitments for conferences/masterclasses and so on, the summer term may be offered online only. Students will receive an email in May confirming summer term availability, whether the summer term will be offered in person or online, and outlining the rates for the current year.

Missed Lessons:

- As missed lessons are inevitable from time to time, they have already been factored into the schedule and membership rates. If a student will be missing their lesson for any reason, please inform me via email/Whatsapp with as much notice as possible.
- As part of your membership, **two lessons with advanced notice (24 hours)** may be postponed to the flex period in June. In cases of further missed lessons, should they wish to do so, students may submit a short video and receive written feedback to guide their practice until the next lesson. Further extenuating circumstances and emergencies are taken into account on a case by case basis.
- Similarly, as much notice as possible will be provided to you at times when the teacher cannot provide a lesson to a student. Due to the specialised nature of my expertise, I may be required to attend conferences, workshops, and so on. This is already accounted for in the total number of lessons that students pay for as part of the annual calendar, and any lessons that have to be postponed by me will be made up during the flex period in June.
- In the unlikely event that it is necessary for me to postpone more than two lessons in the year, a suitable mutual arrangement will be made.
- In the case of unsafe driving conditions or other factors restricting travel, lessons may be done online.

Punctuality :

- If the student is not at the lesson location at the arranged time, the teacher will wait for up to 10 minutes maximum. If the student arrives within this time the lesson will proceed as normal, and will still finish at the scheduled time.

Instrument Requirements:

- Ideally, for piano lessons there should be a tuned acoustic piano and an adjustable stool. At a minimum, there should be a digital piano with 88 weighted keys, secure stand (not an x-frame stand), pedals, and an adjustable stool. **Please note that keyboards are not sufficient.**

Practice:

- To achieve sufficient progress, practice is vital. Practice is the responsibility of the student. At *Premier Piano*, we strongly encourage our students to take PRIDE: Personal Responsibility In Developing Excellence. Please see the table below for the expected practice commitment commensurate with each level.
- *Premier Piano* may not be able to keep a regular place for a student who frequently cancels, is frequently late, or does not practice sufficiently.
- For school age students, parental encouragement and assistance is often the key to a successful practice routine. For very young students, parent/guardian attendance at lessons is recommended.
- A guide to practice will be provided with the student's learning materials at commencement of lessons, in addition to the comprehensive notes and instructions provided after each lesson.

Level	Practice expected (5-7 times / week)	Lesson length
Beginner	10 min	30 min
Preliminary	20 min	30 min
Gr 1	25 min	30 min
Gr 2	30 min	30 min
Gr 3	35 min	45 min
Gr 4	45 min	45 min
Gr 5	55 min	45 min
Gr 6	70 min	60 min
Gr 7	80 min	60 min
Gr 8	90 min	60 min
Senior Cert / Diploma	2+ hours	60 hours
Retraining	varies	Usually 60 min.

Appropriate touch:

- To facilitate progress and understanding of the movements/technique required, the teacher may touch the student's hands, forearms, shoulders, upper arms, or upper back to help them move correctly. To aid in the understanding, the teacher may ask the student to place their hand on the teacher's forearm, wrist, or hand while they are performing a particular movement. Please do let me know if you wish to discuss further.

Examinations:

- Students wishing to undertake RIAM practical music exams will need to have been studying with *Premier Piano* for *at least one year* before they may be entered for an exam. This time is necessary to ensure they are ready, that exams are the right thing for that student, and to cover areas missing in a student's prior education (exceptions may be made on a case by case basis at the discretion of the teacher and are not guaranteed).
- Exams can be highly beneficial for the right students, but those looking to take exams should be aware that it takes a huge amount of effort and determination, and can significantly reduce the time available for other more creative pursuits in lessons. Extra lessons may be required at additional cost.
- *If students are to be entered for exams, this will be done by the teacher and only when they are deemed to be fully prepared.*

Photo/Video Release:

- Occasionally, pictures or videos of my students and teaching may be used in studio publications, social media or posted on my website, both to demonstrate my teaching and to offer teaching advice and resources for others. Student's names are not included, and faces are blanked out. If you wish to opt out, please send me an email to that effect.

I appreciate you taking the time to read this policy document. If you have any concerns or questions, please don't hesitate to get in touch. I look forward to our continued work together!

Aoife Mac Alister
Director, *Premier Piano*

Privacy Policy

1. USE OF YOUR PERSONAL DATA

We are committed to protecting your personal data.

The only 'data' we collect from you is as submitted by you on the form overleaf, is filed in hardcopy and not digitalised. All payment data and information is managed securely by Stripe for subscriptions and Revolut for one off payment links and tap to pay. Registration information is held in hard copy only.

We will use your non-sensitive personal data to (i) register you as a new client, (ii) manage payment, (iii) collect and recover monies owed to us (iv) to manage our relationship with you, (v) send you details of our goods and services.

Our legal grounds for processing your data are in relation to points (i) to (iv) above are for performance of a contract with you and in relation to (iii) and (v) above, necessary for our legitimate interests to develop our products/services and grow our business and to recover monies owed.

We will not share your details with third parties for marketing purposes.

2. DATA SECURITY

We have put in place security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered or disclosed. We also limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected personal data breaches and will notify you and any applicable regulator where we are legally required to do so.

In certain circumstances you can ask us to delete your data. See the section entitled 'your rights' below for more information.

We may anonymise your personal data (so that you can no longer be identified from such data) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

3. DATA RETENTION

We will only keep your personal data for as long as is necessary to fulfil the purposes for which we collected it. We may retain your data to satisfy any legal, accounting, or reporting requirements so for example we need to keep certain information about you for 6 years after you cease to be a client for tax purposes.

You have the right to ask us to delete the personal data we hold about you in certain circumstances. See section 6 below

4. YOUR RIGHTS

You are able to exercise certain rights in relation to your personal data that we process. These are set out in more detail at: <https://www.dataprotection.ie/en/individuals/rights-individuals-under-general-data-protection-regulation>

5. KEEPING YOUR DATA UP TO DATE

We have a duty to keep your personal data up to date and accurate so you will need to submit a new form each year with up-to-date data.

If there are any changes to your personal data (such as a change of address) please let us know as soon as possible by writing to or emailing the addresses set out in section 6 above.

6. COMPLAINTS

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Data Protection Commissioner (DPC), the Irish supervisory authority for data protection issues (www.dataprotection.ie).

We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.