

# Kimino music school

## Rules and Regulations

First version, June 2018

### 1. For improvement

Not only music, the essential lesson for getting better is based on the thing which the teacher teaches the student how to proceed to improve about what the student have practiced.

Therefore, first, we would like students and parents to understand what the practice at home is very important to progress.

Also, we encourage students to form a habit to practice at home every day. It is OK even if the time for practice is short, for example, it is 5-10 minutes. Because, the daily practice is very important for students to improve the skill.

### 2. Payment of lesson fee

#### ① Payment

- Monthly system

- Please make payment in cash with exact amount at or before the first lesson of month.
- Although the number of lesson in a month is set to 3 or 4 times by considering the planed number of lessons a year, national holidays or school holidays, the payment amount of lesson fee is monthly-flat so that parents could avoid complication about payment.
- The planed number of lessons a year in Basic course for children is set to 44 times.

- Per-lesson system

- Please make payment in cash with exact amount at or before each lesson.

#### ② Change of lesson fee

- When the student step up to the upper course by improvement of skill or the lesson content is modified, the lesson fee is subject to change.
- In this case, we will inform in advance to you in writing about the detail.

#### ③ Others

- Please note that we are subject to contact you when a late payment or an unpaid occurs. Also, when continue to fall behind in payment, we may refuse to provide a lesson to the student.
- We do not issue a receipt about payment of lesson fee.
- Japanese consumption tax is included in the lesson fee.
- There are no refunds about the lesson fee once paid under any circumstances.

### 3. Costs other than lesson fee

#### ① Materials fee

- Students may be required to purchase any lesson materials like a music book or a sheet music. We will let you know about the detail including the price/payment when students need it. Then please make payment its fee in accordance with school's instructions.

#### ② School maintenance fee

- As school maintenance and operation fee, we will charge 1,000 yen twice a year, one in January and the other in

July.

- Please make payment it with lesson fee at or before the first lesson of each month.

③ Others

- We may recommend additional helpful materials for skill improvement of the student as necessary.
- We will let you know about the detail including the price/payment when students need it. Then please make payment its fee in accordance with school's instructions.

#### 4. Lesson reservation

- ① Students of Per-lesson system need to make a reservation for next lesson at the end of each lesson.
- ② Students of monthly system do not need to make a reservation.

#### 5. Absence/tardiness

- ① If a student needs to be absent, tardy or cancel the lesson, please notify the teacher or school in advance before the start time of lesson by phone or e-mail.
- ② We would appreciate if you could contact us by e-mail, because the teacher cannot pick-up a phone during lesson. Basically, the absence or cancellation on the lesson day is subject to be counted as one lesson is completed. Also, we cannot accept the absence or cancellation due to personal reasons of students as the misunderstanding or forgetting about lesson schedule.
- ③ In these cases, there are no refunds and we will not provide a make-up lesson.
- ④ Lessons that started late due to student tardiness will not be extended and will end at the regularly scheduled time. Also, in this case, there are no refunds and we will not provide a make-up lesson.
- ⑤ Please note that we may refuse to give lessons to the student when he/she will be often absent without notice.
- ⑥ When the student wants to be absent for a month and notify the teacher or school of it until one month before the start date of the absence, the payment of lesson fee for the month will not be needed.

#### 6. Make-up lessons

- ① Basically, due to the teacher's limited schedule, there are no make-up lessons for cancellations made by the personal reasons of students. Also, there are no refunds of lesson fee about it.
- ② As an exception, we may offer to give a make-up lesson at the decision by teacher or school after considering each case. In this case, we will decide the lesson schedule after consulting with the student or parents. However, we cannot guarantee to give a make-up lesson due to school room capability or teacher schedule.
- ③ When the student will be needed to be absent by must-attend school events and notify the teacher or school of it until 3 months before the event date, we will offer to give a make-up lesson.  
In this case, we will decide the lesson schedule after consulting with the student or parents. However, the schedule for it may be shifted after next month and we might not be able to meet your request about the day of the week or the time for it.

#### 7. School holidays / Temporary school closures

① Seasonal holidays

The school will be closed for some days on the following period.

- The year-end holidays
- New year holidays

- Summer break on August.
- A week after the school concert for students

## ② Temporary school closures

- The school will be closed in the following cases.
  - Inclement weather.
  - In case that your teacher is not available to teach due to illnesses, emergencies or unavoidable reasons.
- The school will notify students or parents of it before in advance before the start time of lesson by phone or e-mail. In order to contact with you immediately, please register your phone number or e-mail address which we can access you soon at the time of enrollment procedure.
- In these cases, we will provide make-up lesson. Regarding the schedule, we will decide it after consulting with the student or parents. However, the schedule for it may be shifted after next month and we might not be able to meet your request about the day of the week or the time for it.

## 8. Change of lesson schedule

The lesson schedule is subject to change in Summer break on August, the year-end and New Year holidays or due to various reasons of school or teacher.

## 9. Lesson by a substitute teacher

If your teacher is not available to teach due to illnesses, emergencies or unavoidable reasons, there may be case that the lesson is given by a substitute teacher who affiliate with us.

## 10. School concert

Once a year, we hold a school concert for students to show the results of practices or learn manners on concert for performing and listening.

This concert is not mandatory to attend, but we recommend taking part in this concert, because this is very good opportunity to improve the skill.

Around every December, we will inform about the detail including the participation fee.

## 11. Long-term absence/ Withdrawal

- ① If the student wants to be absence for a while or terminate lessons for any reason, please notify the teacher or school of it until 1 month before.
- ② Please note that the student needs to submit the notice of long-term absence or withdrawal.
  - If the student notify it by phone or e-mail, we will send the notice for it, please fill in the form and return it to school.
- ③ There are no refunds about the withdrawal in the middle of month or the start to take long-term absence.

## 12. Personal information protection policy

Based on the personal information protection policy, we respect the privacy of students and parents and are committed to protecting the personal information.

Regarding your personal information which are provided from students and parents, we maintain confidentiality of personal information, and the personal data is handled only within the scope necessary to achieve a purpose for implementing the lesson.

We do not handle/use personal information beyond this scope.

Please refer to the following link about our privacy policy. (Japanese only)

<http://www.kimino-music.com/privacy.html>

### 13. Publication pictures or videos on school website

- ① There might be case that pictures and videos of students with school concert or lessons, which no name attached and an individual is not identified, may be posted on the school website.
- ② Regarding school concert, it should be videos or pictures with many students.
- ③ Regarding lesson pictures, it should be group photographs.
- ④ There are cases that we post videos or pictures on school website which the student or parents agree to post it.
- ⑤ Regarding the contents which will be posted, it is based on the contents of website as of May 2018.
- ⑥ When we have requests which the student or parents do not desire to post the content, we modify it so as not to be able to identify an individual.

### 14. Exemptions from responsibility

- ① We do not take responsible or liability for any injuries caused by carelessness/inattention of the student at school or any accidents on the way to and from school.
- ② Regarding damages on instruments or property caused by intentional action of students, we might make a claim for damages against the student or parents.
- ③ The teacher give lesson to students with the best intentions for getting better. However, there are cases that the students cannot acquire the expected skill by the lack of practice or the incompliance with teaching etc.  
We do not take responsible for these cases.

### 15. Dismissals

Please note that we can dismiss in the following cases.

- ① The student is absent over 3 months without notification.
- ② The student continues failure to pay lesson fee over 3 months, and do not make payment even though we urge to pay.
- ③ The student acts to obstruct lesson operations intentionally.
- ④ The student disrespect to the teacher or other students and say words against social morality or do nuisance.
- ⑤ The student or parents cannot understand school policies, contents of teaching or effect of lesson etc.

### 16. Change of school policy

The above policy may be subject to change at the discretion of school. If changed, we will inform you of its contents.