



Terms & Conditions

1. Registration & Payment

1.1 Enrollment age: Music lessons are available for students aged 5 years and older. For younger students, instructors can provide an assessment to determine their readiness.

1.2 Trial Lesson: A free 20-minute trial lesson is offered to all prospective students.

1.3 Fee Payment: All fees must be paid **in advance** before lessons begin each term. We only accept payments via credit card or online transfer. Cash, cheques, or bank transfers are not accepted. Payments must be received within the first week of the term to avoid disruption in lessons.

1.4 Instalments: For lessons exceeding 7,000 AED, payment can be split into two equal installments:

1.4.1 First payment: Due before the first lesson.

1.4.2 Second payment: Due 30 days after the first payment. If payments are delayed beyond 10 days, lessons may be suspended until full payment is made.

1.5 Registration Fee: A one-time registration fee of 100 AED is required at the time of enrollment. This fee secures the student's spot in the program.

2. Scheduling & Attendance

2.1 Lesson Scheduling: Once scheduled, the lesson time slot will remain fixed for the **duration of the term**. Any changes to the time must be requested **at least 48 hours** in advance and will be subject to availability.

2.2 Late Arrivals: Students who arrive **late** for lessons will not be granted extra time. Lessons are scheduled with strict time slots, and the instructor will finish on time.

2.3 Lesson Cancellations by Students:

2.3.1 Students are allowed **two cancellations per term**, with a **24-hour advance notice**.

2.3.2 If the student fails to give 24 hours' notice, the lesson will be considered **forfeited**, and no make-up lesson will be provided.

2.3.3 An advanced lessons option can be provided to students upon request with a **minimum of two weeks notice**. This option gives the student flexibility to consume the full package within the same term.



3. Lesson Cancellations by Four Notes: If a lesson is canceled by Four Notes due to public holidays, instructor illness, or other reasons, a make-up lesson will be scheduled at a mutually agreed time within the same term. If the instructor is unable to reschedule:

3.1 In the case of long-term instructor absence (e.g., illness or leave), the center will provide a suitable substitute instructor.

3.2 If an instructor is unavailable for more than two consecutive weeks, the student will have to switch to a substitute instructor.

4. Lessons Carryover: All lessons must be completed within the term they are scheduled. Lessons cannot be carried over into the following term.

3. Make-Up Lesson

3.1 Eligibility for Make-Up Lessons: Make-up lessons will only be offered if the student gives at least **24 hours' notice** of absence. Lessons missed without prior notice will be considered as **forfeited** and the student will not be eligible for a make-up lesson.

3.2 Scheduling Make-Up Lessons: Make-up lessons can be scheduled at a mutually convenient time **within the same term**. If the make-up lesson cannot be scheduled, it will be **forfeited**.

3.3 Cancellation of Make-Up Lessons: If a student cancels a scheduled make-up lesson, the lesson will be **forfeited** and will not be rescheduled. It is the student's responsibility to make sure they can attend at the scheduled time.

3.4 Lessons in the Final Two Weeks of the Term: No make-up lessons will be provided for lessons missed in the last two weeks of the term unless due to a public holiday unless planned and notified three weeks in advance, the team will arrange make-up lessons ahead of the term end.

4. Package Freezing & Transfers

4.1 Package Freezing: No freezing of lesson packages is allowed. All lessons must be completed within the term. If the student is unable to attend, a make-up lesson is the only option.

4.2 Package Transfers:

4.2.1 Package transfers are only allowed to **first-degree family members** (siblings, parents).

4.2.2 Transfers are allowed only **once per active package**.



5. Deductions and Refunds

5.1 **Refunds:** All payments made to Four Notes are non-refundable. No refunds will be given for forfeited lessons, holidays, voluntary withdrawal, or any other reason.

6. Instructor Change Request

6.1 **Instructor Change Requests:** Parents may request a change of instructor by submitting a request Via Email, citing the reasons for the change. Instructor change will be processed based on availability.

7. Code of Conduct

7.1 **Behavioral Expectations:** All students, parents, and guardians are expected to maintain a respectful and professional demeanor during all interactions at the center. Disruptive, disrespectful, or aggressive behavior will not be tolerated.

7.2 **Aggressive Behavior:** Aggressive behavior, either verbal or physical, directed at any staff member or student, will result in immediate termination of enrollment, notification to the authorities.

7.3 **Recording Lessons:** Students or parents wishing to record lessons must seek explicit verbal consent.

8. Instrument Requirements

8.1 **Instrument Provision:** Students learning woodwind or brass instruments must provide their own instruments for trial lessons, as sharing these instruments is not allowed for hygiene reasons.



9. Miscellaneous Terms

9.1 Exam and Competition Participation: If a parent wishes for their child to participate in music exams or competitions, please inform the teacher in advance. The teacher will offer guidance and support for preparation.

9.2 Concert Participation: Teachers will assess and determine when a student is ready to participate in public performances or concerts.

9.3 Materials: Students are required to purchase the recommended books by the teacher. Books may be purchased from Four Notes Music Center or from other suppliers.

9.4 No make-up lessons will be provided for lessons missed in the last two weeks of the term unless due to a public holiday or if planned and notified three weeks in advance, the team will arrange make-up lessons ahead of the term's end.

Four Notes reserve the right to amend these terms and conditions at any time. All changes will be communicated promptly to ensure transparency and clarity. Thank you for understanding and for being a valued member of our community.



External Schools Terms & Conditions

This policy is applicable to classes conducted by Four Notes in schools and not Four Notes Center

1. Scheduling

- 1.1 The instrumental lessons are rotated weekly to ensure that students do not miss too many lessons from the subject each term.
 - 1.2 Students above Year 7 have to come to his/her lesson by him/herself.
 - 1.3 Instrumental lessons are being held at the Music Department.
 - 1.4 Weekly lesson schedules will be sent via email. Please review the schedules regularly.
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2. Make-up lessons

Notify us at least **24 hours** in advance or at the earliest so that we can guarantee a make-up lesson.

3. Package Freezing

No freezing of lesson packages is allowed. All lessons must be completed within the term. If the student is unable to attend, a make-up lesson is the only option.



4. Lesson Cancellations by Students:

4.1 Students are allowed two cancellations per term, with a 24-hour advance notice.

4.2 If the student fails to give 24 hours' notice, the lesson will be considered forfeited , and no make-up lesson will be provided.

4.3 An advanced lessons option can be provided to students upon request with a minimum of two weeks notice. This option gives the student flexibility to consume the full package within the same term.

5. Lesson Cancellations by Four Notes:

If a lesson is canceled by Four Notes due to public holidays, instructor illness, or other reasons, a make-up lesson will be scheduled at a mutually agreed time within the same term. If the instructor is unable to reschedule

6. Refunds

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