Apollo Audio: Lesson Guidelines

Private Tuition Policies

Welcome to Apollo Audio. We are dedicated to providing high-quality musical tuition in a supportive and professional environment. To ensure the best experience for all our students, please familiarise yourself with the following guidelines.

1. Lesson Duration & Timings

Lessons are available in durations of **30 minutes, 45 minutes, or 1 hour**, depending on the specific tuition package arranged.

- **Tutor Delays:** In the rare event that a lesson runs short due to unforeseen circumstances on the tutor's end (such as traffic or personal emergencies), the missed time will always be made up. If a catch-up session is not possible, a partial refund for the missed time will be provided.

2. Progression & Tutor Allocation

Our tutors are highly skilled across multiple instruments. While you may begin lessons on a tutor's secondary instrument, please be aware that as your skills develop, your progression is our priority.

- Once a pupil reaches a higher grade level requiring specialised instruction, we will facilitate a transition to a tutor who specialises in that grade/level.
- This ensures every student continues to receive the highest standard of tailored tuition as they advance.

3. Classroom Practice & Teaching Methods

- **Teaching Tools:** Tutors may use mobile phones during lessons strictly for educational purposes, such as tuning instruments, playing backing tracks, or accessing digital sheet music.
- **Physical Guidance:** Learning correct posture and technique sometimes requires minor physical adjustments. Tutors may use minimal, professional physical guidance—such as

gently adjusting a wrist or helping a student hold their instrument correctly. This is always kept to an absolute minimum and is done purely for the student's benefit to ensure they are playing safely and effectively.

4. Cancellation, Absence & Notice Policy

- **Pupil Absence & Catch-ups:** For pupil absences, please notify us at least **48 hours in advance** for a catch-up lesson to be arranged.
- **Sickness:** If a student is unable to attend due to sudden illness, please notify us as soon as possible. We will always do our best to accommodate.
- **Termination** / **Notice Period:** A **1-month cancellation policy** applies to all lessons and pupils.

5. Books, Materials & Practice

- **Resources:** We may recommend specific tuition books or materials to support learning. Please view these as essential long-term investments in your musical development.
- **Practice:** Progress is built on consistent practice. We encourage all students to maintain a practice routine between sessions to get the most out of their tuition.

6. Communication

If you have any queries regarding progress, scheduling, or tuition, please contact us. We aim to respond to all communications **ASAP**. We value your feedback and are always here to support your musical journey.

> ***Agreement of Terms***
> *By booking and attending lessons with Apollo Audio, you acknowledge and agree to the guidelines and policies outlined in this document.*