



The Guitar Dojo

GET YOUR BLACK BELT IN GUITAR

MEMBER GUIDE 2021

WELCOME!!

Thank you for joining The Guitar Dojo family! As a small family business dedicated to teaching guitar, our aim is to provide a level of personal service that goes above and beyond your expectations.

Please read this Member Guide as it will avoid any confusion around what is included in your membership and our terms of business. This updated guide includes details in relation to our COVID plan on the rearmost pages , so please read those and get in touch if you have any questions. If any changes are made to this guide you will be notified via email and provided with an updated copy.

We look forward to helping you reach your potential as a guitarist and musician in 2021.

To your success!

Brent , Bel and Ben

MEMBERSHIP INCLUSIONS

All members of The Guitar Dojo receive the following benefits:

- a personal lesson time reserved each week.
- free curriculum books (one copy per book.)
- subscriptions to premium music/ear training apps.
- a subscription to our school app where you can access your personal lesson notes , media files and practice timer. There are also gamified practice points and incentives available if you wish to take part!
- direct messaging support from your teacher via text, sound and video when you need it.
- discounts on guitar, software and equipment purchases.

WHAT YOU WON'T SEE!

Unlike most music schools you won't see:

- quarterly/full term payments up front
- registration fees (note : one free registration only)
- fees for books , materials and subscriptions
- "convenience fees" for card payments
- independent contractors/student teachers
- a lack of support between lessons
- no lessons/support over the school holidays

NON-ATTENDANCE

To maximise progress it is important that members avoid missing lessons wherever possible. A "standard" month includes four lessons and we make allowances for a reasonable number of absences in our pricing. It is assumed that all members will attend at least 3 lessons per month (36 per year.) If you fully utilise your membership then up to 49 lessons per year are available to you.

The Guitar Dojo refuses other business to keep your timeslot reserved indefinitely and includes many extras that go beyond your lesson time - therefore non-attendance does not attract any form of refund. Subject to scheduling we will do our best to offer a reschedule but this is not an entitlement. Unfortunately we cannot find more time during opening hours to meet every request and our ability to reschedule is proportional to the notice given and how heavily booked we are at the time.

If your **teacher misses a lesson** for any reason , you will receive a "lesson credit" that can be used at a mutually convenient time.

PAYMENT POLICY

The Guitar Dojo spreads the yearly costs of your membership over 12 equal monthly payments. Your first month's membership fees will be pro-rated and payment is required before your first lesson.

Membership fees are paid monthly in advance and are due on the FIRST of each calendar month and we encourage you to take advantage of our convenient Autopay option. Students/families will otherwise receive an invoice and SMS on about the 25th of the preceding month in order to give plenty of notice.

If payment is not received by the 2nd , we will send a reminder notice on the 3rd of the month. If payment is still not received by the 7th of the month the lessons will be placed on hold until the outstanding fees are paid or the membership becomes "unpaid" (14 days overdue.)

Membership Fee Increases: As an existing member any price increases that occur will NOT apply to you. However we do apply an adjustment to our prices each new financial year which allows us to meet our increasing business costs over time and this is the greater of +3% or 12 month government CPI change.

CANCELLATION POLICY

At The Guitar Dojo we do not require a quarterly/full term commitment like many schools and can easily cancel your membership for the upcoming month if we are notified by the 23rd of the preceding month (2 days prior to invoicing) . This notice gives us some chance of re-booking your timeslot and if we are not given the required notice you will be billed for the upcoming month. We do not provide refunds under any circumstances.

When a member cancels or becomes "unpaid" (14 days overdue) they will forfeit their lesson time slot , app subscriptions will be cancelled and their student files on the school app will be removed. In the event that a student cancels/becomes unpaid and then wishes to re-register there will be a re-registration fee of 50% of your monthly membership rate. We provide one free registration only.

Please speak directly with Brent if you feel that your circumstances warrant special consideration in terms of holding your time for a short period while away.

OPENING HOURS

The Guitar Dojo's standard opening hours are 4pm-8.30pm on Monday , Tuesday, Wednesday and Thursday and 9am-midday on Saturdays. Much of the rest of the week is spent preparing lessons/updating the app and on our own professional/curriculum development. Other lesson times can be scheduled at our discretion - please enquire if you have a specific request.

We remain open on all of the public holidays that do not see shops closed during our standard hours. We do not open on Fridays and therefore Good Friday is not an issue. We do take a short break of 3 weeks over Christmas/New Year each year , however this is offset by the 3-4 months per year where we provide a free fifth lesson.

SOCIAL MEDIA

Very occasionally The Guitar Dojo may take pictures or record video of a class for our own use. This footage will be used responsibly in order to highlight the achievements of our members and may be used for advertising purposes from time to time. You can opt out at any time by notifying us via email at support@theguitardojo.com.au

PRACTICE

It is not realistic to expect good progress without the reinforcement that is achieved with regular practice. As a general rule we recommend that beginners practice a minimum of 10-15 minutes a day for 4-5 days a week and intermediate to advanced players should aim for more like 25-30 minutes.

Kids practice is assisted greatly by parent involvement - it's a team effort! Try and establish a regular routine and make it fun - short but regular practice is better than lengthy but sporadic practice. Give encouragement often and you and your child will enjoy success.

GENERAL

Although The Guitar Dojo provides all learning materials for our members , it is expected that you will have your own guitar and bring that guitar and any required books/sheets with you to your lessons. It is not necessary to bring along your own amplifier if playing an electric guitar - you can use one of ours.

If you or your child are ill/absent from school , then it is essential in 2021 that you refrain from attending your lesson for the health of our staff and your fellow students/families. Please see later pages for our COVIDSafe protocols.

CHILD SAFETY

Any teacher employed by The Guitar Dojo will hold a current "employee level" Working With Children Check. Parents are welcome to sit in on private lessons for as long as they like. We will do everything we can to accomodate any requests in this regard so just ask!

For parents who are dropping children off , please be sure to be present at the start of their lesson and pick him/her up promptly after the lesson time. The Guitar Dojo's teachers and staff do not supervise children in our waiting area before or after classes. Children are under supervision during their instruction time only. Neither teachers nor staff are responsible for supervising children outside of teaching time.

STAYING COVID SAFE

As per the Victorian Government guidelines a COVIDSafe Plan for our business should address these main principles:

- 1) physical distancing
- 2) face covering
- 3) good hygiene
- 4) record keeping
- 5) avoiding interaction in enclosed spaces

We have carried out a risk assessment at the Danaher Drive venue and will be addressing each of these principles in the following pages. Those students who attend our home studio will be provided with information on how best to meet similar standards there.

Please note that if your teacher is unwell , then lessons for that day will be moved online and you will be provided as much notice as possible. If your teacher is too unwell to teach, you will be provided with an extra lesson at another time as per usual.

1. PHYSICAL DISTANCING

The Guitar Dojo teaches in a way that ensures low density - we only ever have 2-3 people in a well spaced teaching room. Chairs will be placed at a safe distance and both teachers and students should exercise their best judgement in terms of maintaining a safe distance during lessons.

Likewise the waiting area is more than sufficiently spaced to allow good distancing for up to half a dozen people.

Partners and friends of adult students should not use the waiting area while lessons are under way. Parents are more than welcome to accompany younger students into the waiting area before lessons and to collect after lessons , but are encouraged to remain in their cars during the bulk of the lesson period. When circumstances make waiting in the car impractical (very hot or dangerous weather etc...) then you are welcome to remain in the waiting area subject to a maximum of six people and social distancing of 1.5m.

2. FACE COVERINGS

All people present within the venue aged 12+ are currently required to wear a fitted face mask. As per secondary schools , teachers can remove their mask during lessons but are otherwise also required to wear a face covering.

The Guitar Dojo is not responsible for providing face masks and will not have masks available on site , so please come prepared.

3. GOOD HYGIENE

Teachers are required to wash hands with soap and water on arrival and sanitise with alcohol based sanitiser between lessons. Likewise students should wash their hands on the way in and sanitiser will be made available at the conclusion of your lesson.

All persons entering the waiting area should wash their hands on entry - sanitiser will be available if required. Everyone has access to a large toilet/bathroom area with hand washing facilities and paper towel.

The key touchpoints (chairs, music stands and the door handle to the teaching room) will be cleaned on opening and in between lessons. The front door to the waiting area will be left open.

The venue (managed by Infinity Church) will be cleaned regularly as per government requirements.

It is essential that anyone with any symptoms of the common cold or coronavirus NOT attend lessons. This is to protect the health and wellbeing of all of our members, staff and their families. Anyone who coughs or sneezes should use "COVID etiquette" and do so into a tissue or the crook of their arm , bin any tissues and wash their hands thoroughly.

4. RECORD KEEPING

As per usual we keep detailed records of attendance and this will not change. We must be notified if anyone other than the registered parent/guardian is to collect children.

If you or a close contact of yours receives a positive test for COVID , then you must notify us immediately.

5. ENCLOSED SPACES

To maximise air flow the front door will be left open at all times (barring dangerous weather intruding into the space) and we ask that you leave it that way.