



STUDENT HANDBOOK · 2026

Welcome to TVA

Onboarding, terms & conditions, policies
and everything you need for your first term.

Mornington U15/33 Milgate Drive, Mornington VIC 3931

Mentone 85a Balcombe Road, Mentone VIC 3194

THEVOCALACADEMY.COM.AU

Everything, at a glance

Nobody reads a twenty-page document — so here is the whole thing on one page. Every point below is explained in full later on.

01 Your term commitment **LOCKED IN**

Enrolling commits you to a **full 10-week term**. Your first lesson is introductory — after that, payments continue to the end of term and are not refunded if you withdraw. To finish at the end of a term, give us **2 weeks written notice**, otherwise we roll you into the next term.

02 Payments

Weekly via GoCardless direct debit (\$2 p/w processing fee), or **upfront** by invoice, cleared before the first lesson of the term. Vocal groups are upfront only. All prices include GST. We don't pause or skip direct debits mid-term.

03 24 hours notice — or the lesson is forfeited **CRITICAL**

Cancel through the **student portal** with more than 24 hours notice and you receive a make-up credit. **Less than 24 hours, and the lesson is forfeited** — no credit, no refund. Texting or emailing your coach does not count as a cancellation.

04 Student portal is the only channel

All cancellations, reschedules and make-up bookings happen in **My Music Staff**. Coaches and admin cannot action lesson changes by phone, text, email or in person. Your login arrives by email during enrolment — add it to your phone's home screen (page 12).

05 Make-up credits expire in 90 days

Credits are **additional** to your schedule — never a discount on your invoice. Booking them before they expire is your responsibility. They may be with a different coach, and for vocal students are run as semi-private sessions. **Vocal groups are not eligible** for credits.

06 Cover coaches

If your coach is unwell or away, a **qualified TVA cover coach** is assigned and the lesson runs as scheduled. This can happen without prior notice. Cover lessons are not refundable or creditable. If we cannot supply a cover, you receive a make-up credit.

07 Arriving late & public holidays

Lessons end at the scheduled time regardless of arrival — your coach will make the most of what's left. TVA closes on all **Victorian public holidays**; those lessons are cancelled automatically with a credit applied. We follow Victorian school terms and don't run during holidays.

08 Parking & drop-off

Strict **kiss-and-go** at both studios. Two marked bays at Mornington — if taken, drop off and return at pickup. **No +1 policy**: parents and visitors don't stay on site during lessons, with the exception of a first lesson.

09 Child safety & privacy

TVA operates under the **Victorian Child Safe Standards**. Every coach holds a current Working with Children Check. Photos and video of your child are only used with your consent, which you can withdraw at any time. Full privacy policy on page 17.

10 Agreeing to these terms

There is **nothing to sign**. Ticking the box on our sign-up form confirms you have read and agree to this document, so please read it first. Full detail on page 20.



WELCOME

Congratulations on joining **The Vocal Academy**. We are excited to meet you, to welcome you and your family into our academy, and to work with you as you achieve your musical goals.

This handbook covers how we run, what we expect, and what you can expect from us — so there are no surprises in your first term. Please keep it somewhere you can find it again.

"We are vocal about the things we love."

About The Vocal Academy

We love what we do. Our academy motto is *'we are vocal about the things we love'*, and with time spent in our studio, we are sure you will know what we mean by that.

Our focus is to teach, motivate and inspire whilst building confidence through music. We practice consistency with weekly lessons and tailor each lesson to ensure our students' targets and goals are met. We conduct multiple workshops and masterclasses throughout the year, where we facilitate specified education and individualised development. We take pride in our annual performance and concert days – this is where our community gets to see student growth.

TVA community is at the forefront of our journey. Our team have an approachable nature and we truly are filled with joy to welcome you onboard.

Guiding philosophy

At The Vocal Academy, we embrace a philosophy centred around an **Expectation of Excellence** for both our team and our students. Curated lesson plans and specialised programs are conducted by passionate coaches who are deeply committed to fostering the growth and development of every individual student.

Our community

We have established a vibrant artistic community with a strong support system. When it comes to our community, our direct focus is the 'at home' feeling. We have a unique and special culture where staff, students and their families feel a part of something and have a great impact. We value the positive bonds that connect our community and provide a safe and supportive environment for students to thrive.

Student additions

We believe the whole person needs to be nurtured in order to flourish. When our weekly lessons are coupled with our annual social events, an atmosphere is created whereby our students are able to support one another, mingle, and establish musical connections.

What we ask of you. Consistency is what makes progress happen. Attend weekly, practise between lessons, arrive on time, and communicate with us early when something changes. Our coaches will meet that effort every single week.

Meet our team

Every TVA coach is a working musician and educator, holds a current Working with Children Check, and is inducted into our child safety, teaching and studio standards before their first lesson.

Jaime

Vocals

Tsomo

Vocals & Piano

Shannen

Vocals

Indy

Vocals & Guitar

Alyssa

Guitar & Vocals

Isabella

Vocals & Piano

Taylor

Vocals & Piano

Alannah

Administration & Accounts

Who to contact, and when

Lesson changes, cancellations, make-up bookings	Student portal only — My Music Staff
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Invoices, direct debit, account queries	Alannah — Administration & Accounts
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Progress, repertoire, goals, exam or audition prep	Your coach, in your lesson
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Enrolment, timetabling, complaints, child safety concerns	TVA Administration
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Coaches teach back-to-back and are not available for administrative matters between lessons. Please direct account and scheduling matters to the correct channel so we can help you quickly.

What we offer

Lessons

- **Private (1-on-1)** — 30 or 60 minutes
- **Semi-private** — up to 5 students, 60 minutes
- **Vocal groups** — 30 or 60 minutes
- **Choir (TVA vocal group)** — up to 15 members, 60 minutes

Disciplines

- Vocals
- Piano
- Guitar

Opportunities

- Workshops and masterclasses
- Short courses
- Gig days and gig nights
- External gig offerings
- Theatre pathways
- Production
- Industry connections
- Term performance days
- Mid-year and end-of-year concerts

Kids and adults, all levels, at both studios.

PLEASE NOTE

Workshops, masterclasses, short courses, concerts and gig events are **separate from weekly lesson fees** and are booked and paid for individually. Places are limited and offered to enrolled students first. Event bookings are subject to their own cancellation terms, advised at the time of booking.

Investment

All pricing is per 10-week term and **inclusive of GST**.

LESSON TYPE	DURATION	PER LESSON	PER TERM
Private lesson (1-on-1)	30 minutes weekly	\$60	\$600
Private lesson (1-on-1)	60 minutes weekly	\$120	\$1,200
Semi-private lesson (up to 5 students)	60 minutes weekly	\$60	\$600
Vocal group (min 2, max 5)	30 minutes weekly	\$30	\$300
Choir — TVA vocal group (up to 15)	60 minutes weekly	\$20	\$200

Per-lesson rates are shown for reference. Lessons are booked and paid by the term, not individually.

Semi-private lessons

Up to five students share their knowledge and talents with one another, focusing on confidence, technique and performance whilst building friendships. Students work on their own songs and goals.

Vocal groups & choir

We come together to focus on singing as a group and creating beautiful harmonies. Vocal groups run with a minimum of 2 and a maximum of 5 students; choir runs up to 15 members.

The essentials

- **Weekly:** GoCardless direct debit, plus a \$2 per week processing fee
- **Upfront:** full term payment by invoice, cleared before the first lesson of the term
- **Vocal groups & choir:** upfront full-term payment by invoice only
- Make-up credits are valid for **90 days** from issue
- Vocal groups are **not eligible** for make-up credits
- Fees are not refunded for withdrawal mid-term or change of mind — see Section 05

Fee reviews

Fees are reviewed annually. Any change will be communicated in writing at least **one full term in advance**, so you always know what the next term costs before you commit to it.

Terms & conditions of enrolment

These terms form the agreement between The Vocal Academy and the enrolling student (or their parent/guardian, where the student is under 18). By enrolling, you accept them.

5.1 Term commitment

By enrolling you are committing to lessons for a **full term**. If you decide to withdraw from lessons during a term, we do not cease payments within that term or refund an upfront payment. Term commitment applies to both payment options:

- **Weekly direct debit** — payments continue until the end of term
- **Upfront payment** — the term fee is not refunded

Your **first lesson is conducted on an introductory basis**. Once you confirm your commitment, you are locked in for the term.

5.2 Ending or changing your enrolment

To finish at the end of a term, you must notify TVA in writing with **at least 2 weeks notice** before the final lesson of that term. If we do not receive a termination notice, we will assume no change to your lesson schedule heading into the new term and your enrolment continues.

Requests to change lesson day, time, duration or coach are subject to availability and are actioned between terms wherever possible.

5.3 Term dates & public holidays

TVA follows **Victorian school terms**. There is no commitment and no charge during school holidays. TVA is closed on all Victorian public holidays; lessons scheduled on a public holiday are **automatically cancelled with a make-up credit applied** to your student account, redeemable within 90 days.

5.4 Attendance & lateness

If a student is late, we will not run over the allocated lesson time to make up for it. Your coach will be ready for you on arrival, prepared to make the most of your remaining lesson time. Lessons end at the scheduled finish time.

Missed lessons without notice through the student portal are forfeited and are not refunded or credited.

5.5 Cover coaches

In the event that your coach is unfit for work or absent, a **qualified TVA cover coach will be assigned** and the lesson will proceed as scheduled. Cover arrangements are **subject to change without prior notice**. A lesson delivered by a cover coach is a lesson delivered — it is not refundable or creditable. If we are unable to allocate a cover coach, the lesson is cancelled and a make-up credit is applied to your account.

5.6 Direct debit

We do not pause or skip payments mid-term. If you are unable to attend a lesson and you notify us through the student portal with adequate notice (more than 24 hours), you will receive a make-up credit to use within 90 days. Insufficient notice results in a forfeited lesson.

You are responsible for maintaining sufficient funds. Dishonoured or failed payments may incur a fee charged by the payment provider, and repeated failure may result in suspension of lessons until the account is brought up to date. Any outstanding balance remains payable.

5.7 Refunds & your consumer rights

We do not provide refunds for **change of mind, withdrawal during a term, or lessons missed without adequate notice.**

Nothing in these terms excludes, restricts or modifies your rights under the **Australian Consumer Law**, including the guarantee that services are supplied with due care and skill and within a reasonable time. If we fail to deliver a service we have been paid for and cannot provide a replacement lesson or make-up credit, you remain entitled to a remedy. If you believe something has gone wrong, please raise it with us using Section 09 – we would always rather fix it.

5.8 Suspension & termination by TVA

TVA may suspend or end an enrolment where there is non-payment, repeated non-attendance, or conduct that breaches our Code of Conduct or compromises the safety or wellbeing of students, staff or the studio. Where we end an enrolment for a reason unrelated to your conduct, we will refund any unused portion of a prepaid term on a pro-rata basis.

5.9 Materials, recordings & intellectual property

Lesson resources, warm-up recordings, arrangements, backing tracks and course materials provided by TVA are for the enrolled student's personal use only and remain TVA property. They may not be copied, shared, resold or distributed. Students may record their own lesson for personal practice with their coach's agreement; recordings must not be published without the written consent of everyone appearing in them.

5.10 Changes to these terms

We may update these terms from time to time. The current version is available on request and at enrolment, and material changes will be communicated in writing before they take effect.

Payments & make-up credits

6.1 Payment options

OPTION	HOW IT WORKS
Weekly	GoCardless direct debit, charged weekly across the term. A \$2 per week processing fee applies.
Upfront	Full term payment by invoice. Term payments must be cleared prior to the first lesson of each payment period.
Vocal groups & choir	Upfront full term payment by invoice only.

6.2 The 24-hour cancellation policy

Lessons cancelled with **less than 24 hours notice will not receive a make-up credit and payment is forfeited**. Cancellations made through the student portal with **more than 24 hours notice will receive a make-up credit**. We appreciate as much notice as possible.

The student portal is the **only** way to report an absence and redeem a make-up credit. Communication to coaches or admin — by phone, text, email, social media or in person — will not be accepted as a cancellation.

6.3 When a make-up credit is issued

1. The student cancels with **more than 24 hours notice** via the student portal.
2. Your coach is away and **no replacement coach can be allocated**.
3. Your lesson falls on a **Victorian public holiday** and TVA is closed.

6.4 How make-up credits work

- Credits are redeemed **via the student portal**. When you hold a credit, you gain access to make-up lesson availability.
- It is **your responsibility** to book your credit before it expires.
- Credits are **additional** — they are never deducted from invoices or used in replacement of your weekly schedule.
- Credits **expire 90 days** after the date of issue and cannot be extended, transferred or refunded.
- Your credit may be scheduled with a **different TVA coach** to give you more flexibility within the 90-day window.
- For **vocal students**, make-up credits are conducted as semi-private lessons — you may be in a small group with other TVA students, working on performance, confidence and technique.
- For **instrumental students**, make-up credits are provided as 1-on-1 lessons. Subject to change without notice.

VOCAL GROUPS

Vocal group lessons are **not eligible for make-up credits**. As these sessions run in a group format, lessons proceed as scheduled regardless of individual student absences.

6.5 Booking your credit

All make-up credits must be booked by the student via the student portal. You will have access to your coach's available make-up times throughout the term. We recommend logging in regularly, as **openings can appear at any time**. Cancellations or booking requests made by email or text will not be approved.

To increase availability you may also see a **white tile** on your schedule. This option lets you use your credit for a 60-minute semi-private session, where students sing individually while sharing the class with others — focusing on confidence building, performance skills, stage presence and social connection. This replaces your standard solo lesson with a workshop-style session, and both 30 and 60 minute credits can be redeemed for it.

60-minute lessons, please read. Portal openings default to 30 minutes. If your private lesson is 60 minutes and you are absent with notice, your credit is applied as **2 × 30-minute credits**. When booking you will see a total of 2 — to redeem the full hour you must register for two 30-minute openings **back to back**.

Student portal — My Music Staff

You will receive your student portal login details by email during your enrolment period. The portal is the centre of your TVA account and the **only accepted channel** for lesson changes.

7.1 Access & features

Schedule	View your lesson schedule and your coach's openings.
Reschedule & cancel	All reschedules and cancellations must be made in the portal. Admin and coaches are not to be contacted by phone or email for lesson changes — modifications made any other way will not be accepted.
Lesson notes	After each lesson you receive notes by email. They are also stored in the portal for you to access at any time.
Warm-ups & training	Pre-recorded warm-ups, resources and reference links you can use whenever you like.
Account	Invoices, payment history and your make-up credit balance.

7.2 Add the portal to your phone's home screen

Three steps, and it behaves like an app.

- 1 Open My Music Staff in your phone browser**
Safari on iPhone, Chrome on Android.
- 2 Tap the share icon above or below the URL**
Then choose *Add to Home Screen*.
- 3 Done**
The portal now opens like an app, for fast and easy access.

7.3 Redeeming a make-up credit, step by step

- 1 Go to the 'Find & Book' tab**
Make sure you're on this tab, not 'Schedule'.
- 2 View your coach's calendar of openings**
Browse the month for available times.
- 3 Select the time that suits you**
Once booked, your make-up lesson appears on your 'Schedule' tab.

Remember: openings default to 30 minutes. A 60-minute lesson is credited as 2 × 30 minutes — book two consecutive openings to redeem the full hour.

If you have any questions about My Music Staff access, please reach out at any time — we're happy to walk you through it.

Our studios, parking & drop-off

STRICT KISS-AND-GO POLICY

Both studios operate a strict kiss-and-go policy. Please drop off, and return at the scheduled pickup time. This keeps traffic flowing, keeps our neighbours happy, and keeps the studio calm for the students in session.

Mornington • U15/33 Milgate Drive, Mornington VIC 3931

Our premises include **two clearly designated parking spots**, each marked with our company name. If these spaces are occupied on arrival, parents and guardians are asked to promptly drop off their child and return at the scheduled pickup time. No waiting or extended parking is permitted.

We offer both front and rear access to the studio to facilitate safe drop-off and pickup. **Milgate Drive is your best option** if you wish to remain parked for the duration of a lesson.

Mentone • 85a Balcombe Road, Mentone VIC 3194

There is **street parking available out the front**, which can be limited at times. Additional parking is available a few doors down at **Woolworths**. There is a **rear drop-off area for kiss-and-go use only**, with walking access to the studio via the back.

No +1 policy

As part of our commitment to providing a focused learning environment, **we do not allow parents or visitors to remain on site during lessons**, with the exception of first lessons, where one parent may be present. This policy also reduces demand for on-site parking and limits unnecessary foot traffic during business hours.

Our coaches are often running back-to-back sessions, so we appreciate your patience if there's a short wait. To maintain smooth traffic flow and minimise congestion, we encourage kiss-and-go at both locations.

Arrival & collection

- Please arrive **no more than 5 minutes early** — waiting space is limited.
- Students under 12 must be **walked to the door** and **collected from the door** by a parent or authorised adult.
- Students are not permitted to wait unaccompanied outside the studio before or after lessons.
- If you are running late to collect, please call us so we can supervise your child safely.
- Please advise us in writing of anyone other than a parent or guardian who is authorised to collect your child.

Our policies

9.1 Child safety & wellbeing

The Vocal Academy is **committed to the safety, participation and wellbeing of every child** in our care. We have zero tolerance for child abuse, and all allegations and safety concerns are treated seriously and acted upon.

We operate in line with the **Victorian Child Safe Standards** and the *Child Wellbeing and Safety Act 2005* (Vic). In practice, that means:

- Every coach and staff member holds a **current Working with Children Check**, verified before they begin and monitored for currency.
- Recruitment includes reference checks, and all staff complete a **child safety induction** and our Code of Conduct before their first lesson.
- Studio rooms have **visibility panels or open-door arrangements**, and lessons are conducted in shared premises with other staff present.
- Children and young people are **empowered to speak up**. Students are told they can raise a concern with any adult at TVA, or with their parent, and will be listened to.
- We respect and value the **diverse identities** of our students, including Aboriginal and Torres Strait Islander children, students with disability, students from culturally and linguistically diverse backgrounds, and LGBTQIA+ students.
- Staff understand their obligations to **report** concerns about a child's safety to the appropriate authorities, and will do so.
- Our child safety practices, policies and procedures are **reviewed at least annually**.

Families and students are welcome to request our full Child Safety Policy and Code of Conduct at any time.

Raising a concern. If you have a concern about the safety or wellbeing of any child at TVA, contact TVA Administration immediately at **info.thevocalacademy@gmail.com** or **0400 848 868**. If a child is in immediate danger, call **000**.

9.2 Code of conduct

Our studios work because everyone in them — students, families and staff — treats each other well.

We ask students to

- Arrive on time, prepared, and ready to work
- Treat coaches, other students, instruments and the studio with respect
- Practise between lessons and bring their material to each session
- Speak up if something is uncomfortable, unclear or not working

We ask families to

- Communicate through the correct channel and with reasonable notice
- Keep accounts up to date
- Observe the kiss-and-go and no +1 policies

- Treat our team courteously — abuse, aggression or harassment of staff or students is not tolerated and may result in immediate termination of enrolment

You can expect our coaches to

- Be prepared, on time and fully present for your lesson
- Set clear goals and provide written lesson notes after every session
- Maintain professional boundaries at all times, including online and on social media
- Never be alone with a student outside a scheduled, visible lesson environment
- Hold your information in confidence

9.3 Health, safety & illness

- **Please do not attend if unwell.** Singing is a respiratory activity in a small room. If a student has a fever, is vomiting, or has a productive cough, keep them home and cancel through the portal — the 24-hour policy still applies, so notify us as early as you can.
- Tell us in writing about any **medical condition, allergy, injury or medication** relevant to your child's participation, and about any vocal health issue or diagnosis, so lessons can be adapted safely.
- TVA staff **do not administer medication**. Students who require medication (such as an asthma inhaler or adrenaline auto-injector) must carry their own and be able to self-administer.
- In an emergency we will call **000** first and contact you immediately after. You authorise us to obtain emergency medical treatment where you cannot be reached.
- Please provide **two emergency contacts** at enrolment and keep them current in the portal.
- Studio premises are non-smoking. Food is not permitted in lesson rooms; water is encouraged.
- TVA holds current **public liability insurance**. Personal belongings and instruments are brought on site at the owner's risk.

9.4 Media, photography & social media

From time to time we photograph or film lessons, showcases, concerts and social events for use on our website and social channels — student spotlights, testimonials and promotional content.

- We only use **identifiable images or footage of a student, or their name, with consent** — from the student, or their parent/guardian where the student is a minor.
- Consent is recorded at enrolment on the acknowledgement page and **can be withdrawn at any time** in writing. Withdrawal applies going forward; material already printed or distributed may not be recoverable.
- Declining media consent has **no effect whatsoever** on your lessons or opportunities at TVA.
- We never publish a child's surname, school, address or contact details.
- At concerts and performance days, **families may photograph or film their own child**. Please do not publish footage that identifies another family's child without their permission.

9.5 Communication

- **Lesson changes:** student portal only.
- **Accounts and general enquiries:** email **info.thevocalacademy@gmail.com**.
- We aim to respond to email within **2 business days**. Our admin hours are business hours; messages received after hours or on weekends are answered on the next business day.
- Coaches do not communicate with students privately on personal phones or social media accounts.

— Term dates, concert information and event bookings are sent by email and posted in the portal.

9.6 Feedback, complaints & disputes

If something isn't right, tell us — early and directly. We would always rather hear about it than have you quietly disengage.

1 **Raise it with us**

Email info.thevocalacademy@gmail.com or call **0400 848 868** with the details.

2 **We acknowledge within 2 business days**

And tell you who is handling it.

3 **We investigate and respond within 10 business days**

With an outcome and, where appropriate, what we're changing.

Complaints from or about children are handled in a **child-focused way** — taken seriously, dealt with promptly, and communicated in language the child understands. Complaints can be made anonymously.

If you remain unsatisfied, you may contact Consumer Affairs Victoria regarding a consumer matter, the Office of the Australian Information Commissioner regarding a privacy matter, or the Commission for Children and Young People regarding a child safety matter.

Privacy policy

Effective date: 5 August 2026 · **Applies to:** thevocalacademy.com.au and TVA studios in Mornington & Mentone, VIC

10.1 Overview

The Vocal Academy (“TVA”, “we”, “us”, “our”) provides private and group music lessons, courses, workshops and community events from our studios in Mornington and Mentone, Victoria, and online through our website and student portal.

We respect your privacy and are committed to handling personal information openly and fairly. This policy explains what personal information we collect, why we collect it, how we use and store it, and the choices you have.

This policy is written to reflect the **Australian Privacy Principles (APPs)** under the *Privacy Act 1988* (Cth) as a matter of best practice. By enquiring about, booking, or enrolling in lessons with TVA, or by using our website, you agree to the collection and use of information as described here.

10.2 Information we collect

Information you give us

- **Contact details** — name, email address, phone number, postal address
- **Student details** — name, age/date of birth, instrument or voice type, skill level, lesson goals, and notes relevant to teaching (e.g. scheduling needs)
- **Parent/guardian details**, where the student is a minor
- **Health and safety information** you choose to give us — allergies, medical conditions, injuries or vocal health matters relevant to safe participation, and emergency contacts
- **Booking and enrolment information** — preferred studio, lesson times, trial requests, course and workshop registrations
- **Payment information** for lessons, courses and events, processed via our booking and payment providers (see 10.4)
- **Communications you send us** — emails, forms, texts, and messages via Instagram or other social platforms
- **Photos, videos or testimonials** you provide or agree to, for use in TVA marketing (student spotlights, showcases, social media)

Information collected automatically

- Website usage data — pages visited, time on site, referring pages, general location (via IP address), device and browser type
- Cookies and similar technologies used by our website platform (Wix) and any analytics or advertising tools we enable

Information from third parties

- Booking confirmations and attendee details from event ticketing platforms (e.g. TryBooking) for workshops and showcases
- Information shared with us by parents or guardians on behalf of a student

10.3 How we use your information

- Respond to enquiries and process trial, lesson, course and workshop bookings
- Deliver and personalise lessons, track student progress, and communicate about scheduling – including changes, cancellations and make-ups
- Process payments and manage invoicing
- Send updates about TVA – showcases, events, term dates, offers and promotions – where you haven't opted out
- Share student achievements and studio life on our website and social media, with consent
- Maintain the safety and wellbeing of students and staff, and the security of our studios, website and student portal
- Meet legal, accounting, child safety and insurance obligations
- Improve our services, website and communications

10.4 Who we share information with

We don't sell personal information. We share it only where necessary to run TVA:

RECIPIENT	PURPOSE
TVA coaches and admin staff	Delivering lessons and managing bookings
My Music Staff (student portal)	Scheduling, lesson notes, attendance and make-up credit management
GoCardless and our invoicing provider	Processing direct debits, invoices and payments
TryBooking or equivalent ticketing platforms	Managing registrations for workshops, showcases and social events
Wix (website host)	Hosting our website and handling site analytics and cookies
Cloud storage and internal team tools	Secure internal record-keeping – student notes, schedules, studio operations
Instagram / Meta	Publishing content you've agreed to feature, and running our social pages
Professional advisers	Accounting, legal and insurance purposes
Authorities, where required	Where we are permitted or required by law to disclose, including child safety reporting obligations

We require third parties who handle personal information on our behalf to protect it appropriately. We do not disclose personal information to overseas recipients except where a third-party platform we use – such as a booking, hosting, or social media provider – stores or processes data outside Australia as part of its standard service.

10.5 Photos, video and marketing

From time to time we photograph or film lessons, showcases and social events for use on our website and Instagram – student spotlights, testimonials and promotional content. We only use identifiable images or

footage of a student, or feature their name, with the consent of the student, or their parent/guardian if the student is a minor. You can withdraw consent at any time by contacting us – see 10.9.

10.6 Cookies and website analytics

Our website, built on Wix, uses cookies to operate correctly, remember preferences, and understand how visitors use the site. You can control or disable cookies through your browser settings, though some parts of the site may not function as intended if you do.

10.7 Data security and retention

We take reasonable steps to protect personal information from misuse, loss, and unauthorised access, use, modification or disclosure, including restricting access to student and business records to TVA staff who need it to do their jobs.

We keep personal information only as long as it's needed for the purposes described in this policy, or as required by law – including tax, child safety and insurance record-keeping obligations – after which it is securely deleted or de-identified.

10.8 Your rights

- Ask what personal information we hold about you or your child, and request a copy of it
- Ask us to correct information that is inaccurate, out of date or incomplete
- Withdraw consent to marketing communications or the use of photos and video at any time
- Ask us to delete personal information, subject to our legal and record-keeping obligations
- Make a complaint if you believe we've mishandled your personal information

To exercise any of these rights, contact us using the details below. We'll respond within a reasonable timeframe. If you're not satisfied with our response, you can lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)** at oaic.gov.au.

10.9 Contact & changes to this policy

If you have any questions about this Privacy Policy or how we handle your personal information, contact us at **info.thevocalacademy@gmail.com** or **0400 848 868**.

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal reasons. The current version will always be available on our website, with the effective date shown at the top.

Your agreement

There is **nothing to sign or return**. When you complete the TVA sign-up form, you tick a box confirming that you have read and agree to this document. Ticking that box forms your agreement with The Vocal Academy — so please read this handbook before you tick it.

11.1 What you are agreeing to

By ticking “*I have read and agree to The Vocal Academy Onboarding Document*” on the sign-up form, you confirm you have read and accept the following:

- ★ The **Terms & Conditions of Enrolment** (Section 05) — including the full-term commitment, the 2-week end-of-term notice period, and that fees are not refunded for withdrawal mid-term or change of mind.
- ★ The **24-hour cancellation policy** — lessons cancelled with less than 24 hours notice are forfeited, and the **student portal is the only accepted channel** for cancellations, reschedules and make-up bookings.
- ★ That **make-up credits expire after 90 days**, are additional to your schedule, may be delivered by a different coach or in a semi-private format, and are not available for vocal groups.
- ★ That a **cover coach** may be assigned without prior notice if your coach is absent, and that the lesson proceeds as scheduled.
- ★ The **kiss-and-go** and **no +1** policies at both studios, and our arrival and collection requirements.
- ★ Our **Code of Conduct, Child Safety, Health & Safety, Communication** and **Complaints** policies (Section 09).
- ★ Our **Privacy Policy** (Section 10) and how we collect, use and store your information.

11.2 What the sign-up form also collects

Emergency contacts	Two contacts, kept current by you in the student portal.
Health & medical	Any medical condition, allergy, medication, injury or vocal health matter relevant to safe participation. Please update us in writing if this changes.
Media consent	A separate opt-in for photography, filming and use of your first name in TVA marketing. Optional , with no effect on your lessons or opportunities , and you can withdraw it in writing at any time — see Section 9.4.
Studio, lesson type & payment option	Your preferred location, lesson format and whether you are paying weekly by direct debit or upfront by invoice.

11.3 Keeping a copy

This document is available to **read and download at any time** from the link on our sign-up form and from our website — we recommend saving a copy. If we make a material change to these terms or policies, we will notify you in writing before it takes effect and publish the updated version in the same place.

Not sure about something? Please ask before you tick. Email **info.thevocalacademy@gmail.com** or call **0400 848 868** and we will talk it through with you — we would much rather answer a question up front than have it become a problem in week six.



GET IN TOUCH

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We are vocal about
the things we love.