



Parent Information & Lesson Policy

Hashini Herath Music | Hashini Herath, Music Teacher, Composer and Producer

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Thank you for choosing Hashini Herath Music. I am committed to providing high-quality music education in a supportive and encouraging environment. My aim is to help every student become a confident, skilled and independent musician.

Acknowledgement and Acceptance

By enrolling in, booking, paying for or participating in any lesson, class, programme, examination preparation session, competition preparation session or other service provided by Hashini Herath Music, the student and their parent or guardian confirm that they have read, understood and agreed to this Parent Information & Lesson Policy.

Continued attendance or participation after the policy is published or updated also constitutes acceptance of the current policy. Parents and guardians are responsible for reviewing this policy before lessons begin. No separate signature or submission form is required.

Section 1

Teaching Philosophy

Every student follows a structured learning programme based on their age, ability, goals and learning pace.

Lessons may include practical piano playing or singing, music theory, aural training, sight-reading, rhythm and musicianship, technique and posture, performance skills, ABRSM, LCM or Trinity examination preparation, and competition preparation.

These areas work together and are necessary for complete musical development. A student may need time on foundations before visible performance results become consistent.

Section 2

Why Music Theory Matters

Music theory is not separate from practical music. It helps students read notation, understand rhythm, recognise musical patterns, develop musicianship, play or sing independently, and prepare for examinations and performances.

Essential topics will not be skipped merely to create the appearance of faster progress. The teacher determines how theory and practical work are balanced according to the student's needs.

Section 3

Student Progress

Students should not be expected to play or sing confidently after only one or two lessons.

Musical progress is gradual and differs between students. Early lessons may focus on musical foundations, posture and technique, pitch and rhythm, reading skills, listening skills, confidence, correcting existing habits, and understanding the student's learning needs.

Parents are asked to allow at least four lessons before making a meaningful assessment of the teaching approach or the student's progress.

Hashini Herath Music does not guarantee a fixed rate of progress, examination passes, distinctions, competition awards, or a specific performance level within a fixed period.

Progress depends on attendance, practice, ability, age, confidence, preparation and individual learning needs.

Section 4

Home Practice

Regular home practice is essential. Lessons provide instruction and guidance, while much of the student's improvement happens through consistent practice between lessons.

Progress may be limited when practice is irregular, assigned work is not completed, the student frequently misses lessons, the student does not have access to an appropriate instrument or practice environment, or instructions are repeatedly ignored.

The teacher cannot be held responsible for limited progress caused by insufficient attendance or practice.

Section 5

Teacher's Professional Judgement

Lesson planning, teaching methods, repertoire, exercises, syllabus selection and the order of topics are determined by the teacher according to the student's needs.

Parent feedback and relevant information are welcome. However, parents may not demand that essential subjects be skipped, dictate the entire lesson structure, interrupt lessons repeatedly to challenge or override the teacher, or insist on immediate results that are educationally unrealistic.

The teacher is not required to use a method that conflicts with professional judgement. Where a parent does not trust or accept the teaching approach, the teacher may recommend that the family seek another teacher.

Section 6

Lesson Duration

Lessons begin and end at the scheduled time. Students must arrive or connect online on time. Late arrival does not automatically extend the lesson.

Additional teaching time beyond the booked duration cannot be expected or guaranteed. Extra time offered voluntarily on one occasion does not create an entitlement to longer future lessons.

Parents must collect children promptly after in-person lessons. A lesson may end early if the student behaves unsafely or is unable to participate appropriately.

Section 7

Attendance, Cancellations and Rescheduling

Parents should provide notice as early as possible if a student cannot attend. Missed lessons are not automatically refundable.

Rescheduling is subject to teacher availability, and a replacement lesson is not guaranteed. Repeated cancellations or irregular attendance may result in the student's lesson time being released.

If the teacher cancels a lesson, an alternative arrangement, credit or replacement lesson may be offered where appropriate.

Section 8

Fees and Refunds

Lesson fees must be paid according to the agreed schedule. Fees for lessons already delivered are non-refundable.

Withdrawal after a completed lesson does not create a refund entitlement. Time voluntarily provided beyond the paid lesson duration does not reduce or invalidate the agreed lesson fee.

Dissatisfaction caused solely by unrealistic expectations of immediate progress does not create an automatic refund entitlement.

Unused prepaid lessons must be handled according to the main refund, cancellation and consumer policies already published on the website. Nothing in this policy removes rights that cannot legally be excluded.

Section 9

Examinations, Festivals and Competitions

Examination, festival and competition fees may be collected and forwarded to external organisations. Hashini Herath Music is not the organiser of third-party examinations, festivals or competitions unless explicitly stated otherwise.

Once an entry has been submitted or payment has been transferred, refunds depend on the organiser's rules. Hashini Herath Music cannot personally authorise or issue a refund for money already paid to an external organisation.

Entry acceptance, dates, schedules, categories, regulations, results and organiser decisions are controlled by the relevant organisation.

Parents must verify student names, ages, categories, songs, grades and other entry details before final submission where confirmation is requested.

The teacher is not responsible for changes, cancellations, delays or decisions made by external organisers. Preparing a student does not guarantee a prize, medal, examination pass or distinction.

Section 10

Respectful Communication

Questions, concerns and constructive feedback are welcome and will be handled professionally.

Abusive language, personal insults, threats, harassment, repeated hostile messages or calls, intimidation, defamatory statements, knowingly false accusations, accusations of cheating, theft or fraud without evidence, public attacks intended to damage the teacher or business, aggressive conduct during lessons, and repeatedly contacting the teacher after a matter has been fully addressed will not be tolerated.

The teacher is not obligated to answer repeated calls or messages where communication has become abusive, threatening or disrespectful.

The teacher may limit communication to writing, stop responding to repetitive messages, block a person from communication channels or take appropriate action to protect the teacher, students and business.

Section 11

Ending Lessons

Either the family or the teacher may decide that the arrangement is no longer suitable.

The teacher may suspend or discontinue lessons because of continued disrespect, harassment or threats, false or defamatory allegations, repeated non-payment, serious disruption, unsafe behaviour, persistent interference with lessons, refusal to follow studio policies, breakdown of trust, repeated attendance problems, behaviour that negatively affects other students, or an irreparable breakdown in the teacher-parent relationship.

Where practical, notice may be provided in writing. However, lessons may be ended immediately in serious circumstances.

Ending the teaching relationship does not create a refund entitlement for lessons already delivered or third-party fees already submitted.

Section 12

Parent and Guardian Responsibilities

- Provide accurate student and contact information
- Inform the teacher of relevant learning needs
- Ensure punctual and regular attendance
- Encourage age-appropriate practice
- Provide access to suitable learning materials or an instrument where required
- Communicate concerns respectfully
- Read examination and competition instructions
- Confirm entry information before submission
- Avoid interrupting or directing lessons unless invited
- Avoid comparing the student unfairly with others
- Maintain realistic progress expectations
- Ensure children behave respectfully and safely
- Read policy updates published on the website

Section 13

Student Responsibilities

- Attend lessons punctually
- Bring required books and materials
- Complete appropriate practice
- Follow reasonable instructions
- Treat the teacher, property and other students respectfully
- Avoid disruptive or unsafe behaviour
- Participate according to their age and ability

Section 14

Teacher Commitment

Hashini Herath is committed to structured teaching, age-appropriate instruction, respectful treatment, honest feedback, safe learning, individual support, professional preparation for examinations and performances, and continuous improvement of teaching materials and methods.

Students have achieved examination distinctions and earned awards at regional and all-island competitions. These achievements are evidence of experience and teaching quality, not a promise that every student will achieve identical results.

Updates to the Policy

This policy may be updated when necessary to improve clarity, reflect changes in services or maintain safe and professional studio operations.

The latest version published on hashiniherath.com will apply. Continued booking, payment, attendance or participation after an updated policy is published constitutes acknowledgement and acceptance of the updated policy.

Where a major change materially affects existing prepaid services, reasonable notice will be provided where practical.

Acknowledgement

By enrolling in, booking, paying for or participating in lessons or related services with Hashini Herath Music, the student and their parent or guardian acknowledge that they have read, understood and accepted this policy.

No separate signature is required for this policy to apply.

Parents who do not agree with the policy should not enrol, book, pay for or continue participating in lessons.