

Frequently Asked Questions

1. Make-up / replacement class

Scheduling of make-up classes, on any other day & times within the term, is the responsibility of the student/caregiver. Make-up classes are subject to availability. Refunds will not be issued for any of classes missed without medical certification. Make-up classes are non-transferable & non-refundable.

2. Can classes be brought forward to the next term if they are missed ?

On the most part, no. However there can be exceptions. Make-up classes need to be completed within the term and cannot be arranged on any of the pro-rated day/week of the terms. (Kindly refer to number 2)

3. Classes that fall on a public holiday

There will be no charge for lessons/classes falling on public holidays and term fees will be adjusted accordingly.

4. What if the child is sick or injured & cannot attend his/her class?

We ask that the child NOT come to class when sick or injured and a makeup class can be arranged as per item 2.

5. How will parents know the progress of their child?

Musicworks SG have ongoing lesson goals and assessments based on appropriate skill criteria. Parents/Caregivers may contact us for any information on the progress of their child. After ongoing classes of six months, a formal written assessment will be provided.

6. Do parents/caregivers have Feedback opportunities?

If you have any concerns, let us know in advance or book a time to meet with us. As our classes usually run back to back, so we might not be able to attend to you immediately.

7. Can parents/caregivers attend classes?

For our Music4Kids classes, the parents/caregivers attend and participate in the classes. The acting, singing and piano lessons/classes for 5+ years, parents/caregivers do not attend.

8. Trial class

We do not offer free trial classes. The terms are monthly 4 week terms.

9. Do we offer private lessons?

Yes. Please contact us: contact@musicworkssg.com.

10. How do we book and pay for classes?

To book, please contact us contact@musicworkssg.com. Musicworks SG Lessons and classes are invoiced monthly and payment is due within 7 days. We accept bank transfer, DBS PayNow, cheque or cash as detailed on the invoice.