

TERMS AND GUIDELINES

In order to provide the best of education and smooth coordination, we have maintained standard policies, Rules and Code of conduct for our teacher, students and all training programs.

- **Attendance** - All students are requested to sign the attendance register with the session number. Signing at the register is the student's responsibility.
- **Punctuality** - Students are requested to attend classes within their allotted time slots only. Students coming late to class can only take class till their time slot. Failing to attend class will be considered as 'absent'.
- **Complaints/Issues** – Students are always requested to contact on support ids info@guitarmonk.com for any issue/suggestion related to their classes.
- **Curriculum** - Students are requested to take curriculum (if applicable) & sign acknowledgment for the same.
- **Feedbacks and Reviews** - Guitarmonk facilitates various feedback forms and review forms time to time in order to have proper coordination and training. Students should fill and return the form immediately with their honest inputs. Absence of this initiative by the student may be detrimental to student's own growth.
- **Relationship with Guitarmonk** - Students should maintain direct relationship with guitarmonk via email and written communication (*if required time to time*) but not to any individual/ teacher/employee etc. This practice will ensure that a student will get a complete facility and deliverable within stipulated time.
- **Retail Facility** – Guitarmonk acts as a 'facilitator' between retailer and the student to avoid student being victim of inferior practices by retailers. Furthermore, to avail them best price deals, warranty options (*if any*). Guitarmonk may volunteer its students to get the right instruments and accessories and may also make arrangements of delivery at diversified locations, or centre or residence etc.
- All these instruments based services (*repair, replacement, change of strings etc*) need to be dealt with Vendors only and not Guitarmonk. All request made to guitarmonk for such Ad-on Services are independent to the education, may be only dealt only in special cases and will be chargeable.
- **Instrument Rent Facility (IRF) for practice** – This facility (IRF) is available varying in between Rs. 25 to Rs. 100 per session/hour, based on the model of the instrument for practice at centers.
- **Free Plectrum** - Every student will be given one personal free plectrum at the time of enrollment. Students need to buy their own plectrum if they misplace the Guitarmonk's plectrum. Please note that you should keep that plectrum in your wallet or purse.
- **Free Instrument facility at the center** – All students are requested to bring their own instrument. Free Instrument facility at the centre is only available to specific programs and scheme with the course.
- **Certification & Examination** – For certification, a student also need to undergo an examination. For details check Examination and Certification parameters of guitarmonk. (Contact info@guitarmonk.com for details).
- **Late Fee Deposit** – Students are requested to deposit their dues on time (*i.e. on or before the due date allotted to you*). Fee deposit after due date will have Rs. 100 charge. Classes will be forfeited in absence of fee deposit within time frame.
- **Renewal** - In absence of any students' communication regarding the renewal, we may understand the students are no longer interested to renew for further learning and register to a new tenure relationship with the Guitarmonk. Information about the renewal has to be made two weeks before the tenure's completion via email. Student can also directly register at the center.
- **Change of Center** – Student needs to submit a written application/email for a change of center.
- **Jobs & Empanelment** – Guitarmonk students can also enjoy the opportunity of various projects. Furthermore, Passed students with 2-4 grade certifications can have job placement and creative-earning opportunities with Guitarmonk.

- **Earn While Learn** - Please contact administrator for details regarding scholarship programs.
- **Social Service** – Guitarmonk provides free education to under privileged candidates. We invite our students for 4 hours, 8 hours or more commitment for such social services. This service will also provide a certification to all the participants.
- **Social Awareness Campaigns** – Please refer Guitarmonk’s profile briefing with more than 100 social events in last 2 years on social causes as population explosion, woman’s day, medical fraternity events. You can also participate in these events as a motivational support and being a part of our voice.
- **Tenure Policy** - Students are requested to finish the classes within the tenure only. Guitarmonk will not be liable for any absenteeism and non completion of your classes after the tenure.
- **JAM Sessions** – Special Jam sessions to indulge students in practice and interaction program among each other are advised to all. Please contact your teacher or administrator for details.
- **Extra Classes** can be considered only on special requests/cases which will be chargeable depending upon the circumstances, teachers’ availability at that time.
- **Facebook/Twitter** – For any updates regarding guitarmonk activities are regularly updated at Facebook and Twitter. Please Join www.facebook.com/guitarmonk and www.twitter.com/theguitarmonk
- Guitarmonk will not be liable for any responsibility incase there is -
 - Cancelling and settling of the classes by the student privately with the teacher.
 - No formal information about leave, absenteeism by the student.
 - Adjustment of classes other than the given time slots. Private tuition with the teacher.
 - Late intimation about any issue i.e. more than a week.
- **Information and Downloads** - Our major information is downloadable/ available on our websites/emails.
- **Customer support/ Counseling** - Guitarmonk administration is committed to smooth functioning which is limited to the teacher, curriculum and venue/territory facility for the given tenure and time slot only. Guitarmonk entertains support-issues limited to these facilities and not beyond that. Guitarmonk don’t serve or provide any dedicated customer support or counseling facility for the student through out the year for requests or doubts, as they are not the part of the program. A student is only requested to ask their teacher for the same. However, guitarmonk entertain its students, on courtesy, only on email, about the information or doubts only pertaining to the program and education. Students are requested to always email at info@guitarmonk.com for the same. In other cases, guitarmonk customer support facility is available on specific time slots on all regular days as mentioned in the website for diversified services, domains etc.
- **Schemes and Discounts** –
 - **Free Guitar or Module** - If you connect us to your corporate/school/institute/organization*.
 - **Free Reference book** – Representing us in your vicinity/RWA/Residential network/Club*.
- **Leave Policy** – All leave taken during the classes by the student is marked as absent however any absenteeism if taken from the teacher side (as due to unavoidable circumstances as sickness etc.) will be guaranteed substituted with extra class from guitarmonk. So all students will be provided complete classes number and within the tenure. Information about the leave by student is essential (on enclosed format), can also be reported via a sms, min 24 hour advance for security, vigilance. Please refer LEAVE CLAUSE on next page.
- **Refund of Fee** – Please check refund policy on page no: 4.

LEAVE CLAUSE

Dear Student,

In order to ensure regularity and safety of the premises and considering our contract terms with the trainers and the centers, we have to finish the classes within the tenure only.

Please note considering the trainers and venue contracts, the classes are neither transferrable nor hold back to a later time. If you are not coming to your allotted class, it will be marked as absent only.

Intimation about leave is necessary on the part of student with a prior notice. This notification is required to ensure safety parameters, trainers' vigilance, and information to security guards and record maintenance. Given below is the students' absence notification format.

You are requested to send this leave application at given email id: guitarmonk.info@gmail.com

In absence of information about the leave, guitarmonk will not be responsible for the education of the student.

Please note Absenteeism is detrimental to student's structured learning and output.

Thanks and Regards

For Guitarmonk Entertainment Private Limited

info@guitarmonk.com, guitarmonk.info@gmail.com

STUDENT ABSENCE NOTIFICATION

NAME OF THE STUDENT:

STUDENTS ROLL NO:

GRADE

TEACHER

TYPES OF ABSENCE/REASON:

HEALTH REASONS

VACATIONS

PROFESSIONAL

OTHERS

WILL BE ABSENT FROM: DATE

TO: DATE

REFUND OF FEE

We always urge our students to make their selection and decision carefully to avoid excessive time, administration loss for the institution and wastage of seat.

Guitarmonk education are provided with a motto of connecting music to the masses and in most cases education programs are offered as a time based scheme on limited registrations for a territory.

Although guitarmonk allows no refund for the fee at any case and at any given point of time yet based on standard parameters we have outlined some of the procedures and conditions for refund request towards cancellation of registration only as follows -

In order for a refund to be processed according to the schedule, an express withdrawal must be in writing with proof of document for the same and is only applicable if the session has not started as follows -

- 1) Withdrawal of applications and requests for refunds received within 15 days of registration date and before the session starts will be honored with a 60% refund of all fees.
- 2) Transfer of Residence, Territory – Transfer of territory due to shift in residence, transfer of job will accommodate student fee with online learning curriculum and sessions and no refund.
- 3) Transfer of Registration on other student name is only applicable if the session has not started.

Student request will stand terminated if the student is unable to submit any proof of document, or provide any justified reason for cancellation or submit the other student name within 1 week of mail receipt from guitarmonk.

- 4) Any program which is a scheme or discount offer or follows a limited registration/seats policy will have no refund at any circumstances for any reason.
- 5) Refund of Fee request if the student is unable to attend the sessions or unable to cope up with the program, or busy, or moving out of job or in between the sessions will not be considered at any circumstances.

Please also note that all facility offered to a student in a particular program involving tuition charges, discounts, venue facility, learning kit, online learning registration etc. are offered as an overall scheme and package available at that time for the students. All schemes are limited to enrollments numbers, batch per territory, time frame. The objective of these schemes is to provide the best possible value to its students. Students opting for a particular program must ensure their decision before registering for a particular program as relative administration formalities; curriculum/accessories charges, online registration, venue facility, mentor's commitment, taxation & transfer are actioned immediately once registration is done and cannot be reversed at any circumstances. Moreover admissions for Seats are also not entertained any further considering time deadline & limit for that particular batch. Students withdrawing out from a particular seat once all these process are incorporated, are completely accountable for their decision and sudden cancellation.

Please note that your seat can be a valued opportunity for another passionate guitar lover who has missed it just because the admission was made on first come first serve basis.

If you fall under any category described above, you are requested to send your scanned proof of document on email at info@guitarmonk.com for the same and application. You must also send us the complete details of alternate student via refilling the form online *if you are opting for transfer of registration* or want to *go for e-learning*.

guitarmonk