

TERMS & CONDITIONS



Our duty of care

Students under ten years of age must be collected from the teaching room by a parent or carer. Students over the age of ten need to have written permission to leave the lesson unaccompanied.

Your child must not be left unattended before or after class.

For Drop Off classes, please ensure your child is picked up on time. If you think you may run late please text your teacher and our admin numbers.

Social Media and Media Photo Release

Occasionally, photos and videos will be taken during class and may be used anonymously for Julie Logan Music publications such as social media, website, blogs or printed material. We will not identify your child by name or release personal information. We do not sell any photos or videos to third parties or distribute photos or video.

When you enrol at Julie Logan Music you give us permission to take photos and videos of your child in class.

1. If you do not wish for photos of your child to be used, please ensure:
 - a. Tick Do not post public photos of this student on your child's DSP Online Profile
 - b. Email Julie Logan Music at time of enrolment
 - c. Remind us and your child when we are taking photos in your class.

Otherwise, your permission is given upon enrolling online.

Auto Pay

Once you have enrolled your child for the first time in a calendar year and paid the Annual Registration Fee (ARF) upfront, you can then sign up for Auto Pay (unless signed up previously).

Tuition Fees are charged in Week 7 (for Terms 2, 3 & 4) of the previous Term to your nominated credit card at the Early Bird Discount rate.

Mid-term enrolments, Auto Pay is processed the Monday following enrolment.

Auto Payers are provided the scheduled date as well as a reminder by email/text before fees are processed.

- If 1st Auto Pay transaction is unsuccessful, a 2nd will be attempted in good faith at the discounted rate.
- If a 3rd attempt is required, the full rate will be charged, and risk being removed from the Auto Pay option for the remainder of the calendar year.

Upfront Statement Payers - Late Fees

Unpaid Tuition after the Due Date (last day of School Term) per term will incur a Late Fee of \$1.00 per child per day up until the last day of Week 1 of the following Term.

Failure to settle fees by the end of Week 1 will result in your child being dropped from his/her class.

If after Week 1 re-enrolment is requested, an additional Admin Fee of \$25.00 will be added and fees must be paid immediately (ie. balance must be NIL to recommence lessons).

Mid-Term Enrolments: Newcomers who enrol mid-term must pay their ARF upfront and have 3 business days to settle fees in full.

Cancellation of Enrolment

We secure your child's place to continue every term and limit class sizes to ensure the best learning environment for your children. If you are not returning the following term you **MUST NOTIFY US** by EMAIL 14 Days PRIOR to the commencement of the next term or full-term fees will be charged.

Auto Payers: Notification to cancel enrolment/Auto Pay is required in writing (email or text).

- When notification is received **prior** to the Term Due Date (ie. before Tuition is charged for the upcoming Term), Auto Pay will be stopped immediately (ARF if non-refundable)
- When notification is received **after** the Term Due Date (ie. after Tuition has been charged for the upcoming Term), the Tuition Fee less a Cancellation Fee of \$25.00 will be refunded (ARF is non-refundable)

Upfront Statement Payers: Notification to cancel enrolment is required in writing (email)

- Cancellation will be immediate (ARF non-refundable).

Holiday Classes and Events

The below Terms and Conditions relate only to Holiday Classes and Event Enrolments, NOT Term-based class enrolments:

- Holiday classes must be paid in full at the time of enrolment.
- Holiday classes are not included in our makeup policy.
- Holiday classes are non-refundable, and there are no refunds or credits given under any circumstances.
- If JLM cancels a class, your class will either be rescheduled or you will be offered a makeup class or credit. There will be no refunds given.

Missing an Individual Lesson

Individual instrument teachers commit to being present for your lesson time throughout the year, regardless of whether your child attends or not. Gaps due to student absences cannot be filled.

- If a teacher cancels a lesson and a substitute hasn't been arranged, this lesson will be rescheduled to Week 10 or 11 of that term. Fees will only be credited to the following term if a teacher has cancelled a lesson and is unavailable in Week 10 or 11.
- As a courtesy to our families, in the event that Week 10 or 11 is not used for a Teacher Cancellation, you may arrange a maximum of one makeup per term directly with your teacher during that week.
- Additionally, we will offer a one-hour Masterclass on a pre-set date for anyone who has missed a lesson during the year. Attendance to this class is optional and no guarantee is made by us.
- Make-up classes are NOT guaranteed for student absence from private lessons.

Refund Policy for all classes:

In accordance with consumer law, JLM does not provide refunds if:

- You change your mind
- Your schedule changes
- You make the wrong decision
- You miss a class
- You do not fit in all your makeup class options within the term you missed your regular lesson

If our services have been wrongly described or are cancelled by us you will be offered a refund, class exchange or credit.

2019 TERM DATES & DISCOUNTED AUTO PAY DEBIT DATES

Term 1	Mon 4 Feb - Fri 5 April	DISCOUNT AUTO PAY for Term 2: 25 March
Term 2	Mon 29 April - Mon 1st July	AUTO PAY for Term 3: 17 June No Lessons on Queen's Birthday, Mon 10 th June
Term 3	Mon 22 July - Fri 20 Sept	AUTO PAY for Term 4: 9 September
Term 4	Mon 14 Oct - Fri 13 Dec	AUTO PAY Rego only for 2019: 2 Dec

Siblings

Ideally, your baby will enjoy their own Baby or Tiny Tots group but if this isn't possible, younger siblings (babies on the lap up to 12 months) are permitted to accompany you Gratis in Tiny Tots, Toddler and Level 1 groups.

This is a special bonus for our families with more than one child. From the time your baby is 12 months old, they need to be enrolled in a class.

Free Make Ups for Group Classes

Group classes only: you can attend a make-up class at any time throughout your currently enrolled term. There's no need to book ahead, just check the timetable and come when you can. Make-ups are an optional Bonus and not guaranteed, nor transferable in kind or credited to other terms.

Makeups are transferable within your family in any enrolled term; In the event we cancel a class and are unable to reschedule, a credit will be given.

Holidays

If you want to hold your child's place whilst taking mid-term holidays, you can choose to do make-ups before or after your break or gift these to a friend in your place. Subject to numbers you can apply for the Casual Rate, paid in advance, forfeiting priority placement in that class.

Your satisfaction matters to us

We guarantee our classes are:

- Taught with due care and skill by qualified teachers
- Match the description provided to you upon enrolment
- Will be taught within the dates specified upon enrolment
- Free of charge to change your class time subject to availability
- Given Automatic Sibling Discount to Full Term payment in group classes (conditions apply)

We guarantee continuity for your child by reserving your child's place every term throughout the year, you stay enrolled indefinitely until a cancellation notice is received.

- If you are not returning the following term, you **MUST NOTIFY US** by EMAIL 14 DAY PRIOR to the commencement of the next term or full-term fees will be charged.

If you have any concerns about the program it is essential you speak to your class teacher immediately to ensure a quick resolution. If you've attended consistently for four weeks, discussed your concerns with your teacher and you and Julie agree that your classes don't meet this quality guarantee, as a gesture of goodwill, you'll be provided with a refund for remaining classes, less \$25.00 admin and Music Packs. No refunds are available after the Friday of week 4 of any term.

We secure your child's place to continue every term and limit class sizes to ensure the best learning environment for your children. If you are not returning the following term you **MUST NOTIFY US** by EMAIL 14 Days PRIOR to the commencement of the next term or full-term fees will be charged.

Privacy Policy

We keep your details private. We don't pass on or sell your personal details to any third parties. Your information is only used to identify your enrolment and provide you with class newsletters.

Updates to Terms and Conditions

We reserve the right to review and update our Terms and Conditions as required.