

# TERMS & CONDITIONS

## FEES

Your enrolment is continuous throughout the year ie. you stay enrolled indefinitely until a cancellation notice is received.

- Cancellation notices must be received by email 14 days prior to the notified Due Date for the next term, or Fees will be charged.

**Two payment options are available:**

**1. ANNUAL TUITION PAID IN 10 INSTALMENTS VIA AUTO PAYMENT:** Provides you with an easy direct debit option (VISA or Mastercard) so you can set and forget, and at a lower cost.

Sign up for Auto Pay and pay only **10 x monthly instalments for the year.**

This option is a commitment for the year, saving a minimum of \$80/year in Admin Fees charged per term. The \$20 Admin Fee is a mandatory deposit for all families in Term 1 to secure your child's place, however, as an Auto Payer, this fee is credited back onto your child's account before the first instalment is charged.

- The payment plan commences with **2 x monthly instalments charged on 31 Jan.**
- The remaining 8 instalments are charged on the **27<sup>th</sup> of each month from Feb – Sept.**

Auto Payers are provided the scheduled dates as well as a reminder by email/text before fees are processed. By signing up you agree to:

- Ensure there are sufficient funds in your account
- Ensure credit card details are up to date before the scheduled payment date.

## UNSUCCESSFUL PAYMENTS:

When a payment plan is set up, the system automatically charges the instalment amount on the 27th of each month from Feb-Sept.

- If a payment fails for any reason the system will automatically retry that charge up to three times.
  - The first retry happens **3** days after the original payment date,
  - if that retry fails, another is attempted **5** days later, and
  - if that retry fails, the system attempts the charge again **8** days later.
  - If the final retry fails, the system will cancel the payment and send a notification to your main account email address.

- Failure on final attempt will result in immediate cancellation of your child's enrolment and a Debt Collector may be engaged to recoup outstanding fees.

**2. UPFRONT PAYMENT:** you can choose to pay full term fees prior to the commencement of each term. To reserve your child's place in a class, please pay the non-refundable \$20 Admin Fee.

*You can avoid this admin fee each term, by selecting the **AUTO PAY** option.*

### **LATE FEES**

Up Front Tuition Fees owing after each term's Due Date incur a Late Fee of **\$15.00** per child.

*You can avoid incurring a late fee each term, by selecting the **AUTO PAY** option.*

Failure to settle fees by the end of Week 1 for full-term enrolments may result in the student being dropped from his/her class. If after Week 1 re-enrolment is requested, an additional Admin Fee of **\$20.00** will be added and fees must be paid immediately (ie. balance must be NIL to recommence lessons).

### **MID-TERM ENROLMENTS:**

**Auto Payers:** fees will be charged pro rata for the number of weeks up to the next Debit Date, plus designated months in advance to fall in line with remaining payments for the year.

**Upfront Payers:** fees pro rata for remainder of current term.

Newcomers who enrol mid-term must pay their \$20 Admin Fee upfront and have 3 business days to settle fees in full. Fees not paid by the due date, may incur a one-off Late Fee of **\$15.00**

### **SIBLINGS**

**Babies 0-12 months FREE:** 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.

**5% Sibling Discount** automatically applies online to siblings over 12-months for all group classes with the exception of Song Crew (does not apply to Private Tuition). This is a special bonus for our families with more than one child. To be fair to everyone in the group, once little ones are over 12-months they must be enrolled in a class to attend.

**2 in same morning group \$36:** Families with 2 children attending the same morning class receive an additional discount. See Current Fees Table on Website>>Classes>>Scroll down to Timetable.

## FREE MAKE UPS

### 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, credited to other terms or redeemed for cash.

Makeups are transferable within your family in any enrolled term; In the event we cancel a class and are unable to reschedule, a credit (not refund) will be added to your account.

### Holidays mid-term

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 on your return.

### Missing an Individual Lesson

Individual instrument teachers are obligated to be present for your lesson time throughout the year, regardless of whether your child attends or not. Gaps due to student absences cannot be filled but with notice may be transferable to a friend/family member.

- 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, subject to their availability during that week.
- Additionally, under special circumstances, we will offer a one-hour Theory and Composition Masterclass on a pre-set date for students who have been unable to reschedule more than one missed lesson during the year. Attendance to this class date is optional and no guarantee is made by us.
- Make-up classes are NOT guaranteed for student absence from private lessons.

## CREATIVE KIDS VOUCHER

Julie Logan Music is a Creative Kids Voucher Provider.

To use your voucher, you must either:

1. Forward the Receipt from Service NSW to [admin@julieloganmusic.com.au](mailto:admin@julieloganmusic.com.au) or
2. Email the Voucher Number, child's full name including middle initial if referenced on voucher and child's DOB.

**NOTE:** Legislation prohibits us from claiming vouchers **AFTER** you have paid your fees.

We send multiple reminders and are unable to assist if you forget to claim in advance before Term 4 each year.

## CASUAL/DROP IN CLASSES

- BY REQUEST ONLY - contact Julie/admin (pending class size).
- Payment is upfront at time of booking.
- Non-refundable.
- When notice of inability to attend is provided more than 48-hours prior to the date booked, the booking is only transferable to a later week within the current term (no credit to future terms).
- When notice of inability to attend is provided less than 48-hours, no transfer will apply, however in the case of illness you may send a friend in your place.

## 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.

## CANCELLATION POLICY

### Refund/Credit Policy:

In accordance with consumer law, JLM does not provide refund/credit if:

- You change your mind
- Your schedule changes
- You make the wrong decision

- You miss a class
- Due to changes in your child's other extra-curriculum activities
- 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 credit or class exchange (no refund).*

### **Cancellation of Enrolment Policy:**

**AUTO PAYERS:** Your enrolment is continuous for each full term throughout the year - you stay enrolled indefinitely until a cancellation notice is received.

Notification to cancel enrolment is required by email prior two weeks prior to the end of the term. No refunds/credits apply for withdrawing mid-month.

- Only JLM Admin can cancel Auto Pay registration. Please contact our office if you wish to withdraw from classes or transfer from the Auto Pay to Upfront payment option.

**UPFRONT PAYERS:** Your enrolment is continuous for each full term throughout the year - you stay enrolled indefinitely until a cancellation notice is received in writing.

All current student's are given automatic placement in the upcoming term. Notification to cancel enrolment is requested in writing – email or text us 2 weeks prior to the next Term Due Date. .

In the event of unavoidable adverse circumstances (*eg. present Doctor's Certificate with a serious health issue??*) we may offer Credit as follows:

- Withdrawal in Week 1-4 of a 9 Week Term: 4 classes from date of notice are non-refundable (eg. if cancellation advice received in Week 2 a credit for 3 weeks will be given (no refunds).
- Withdrawal advice received from Week 5 – no credit of refund

Notification to cancel enrolment is required in writing via email.

- Withdrawal in Week 1-4 of a 9 Week Term: 4 classes from date of notice are non-refundable (eg. if cancellation advice received in Week 2 a credit for 3 weeks will be given (no refunds).
- Withdrawal advice received from Week 5 – no credit of refund

### **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

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 Resources. 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 Due Date 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.

For more details of our Terms & Conditions for Payment Options; Individual Lessons; Holiday and Special Events - [CLICK HERE](#)

## **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 you:
  - 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.

## **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.

## **2020 TERM DATES**

Term 1: Mon 3rd Feb - Fri 3rd April

Term 2: Mon 27 April - Mon 29 June (note. Queens birthday 8th June)

Term 3: Mon 20 July - Fri 28 Sept (Private lesson Recital)

Term 4: Mon 12 Oct - Fri 11 Dec

**Gala Concert Sun 22<sup>nd</sup> Nov 4pm** (Levels 2-5 & Song Crew) Rehearsal Sun 1<sup>st</sup> Nov

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### **Updates to Terms and Conditions**

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