

# TERMS & CONDITIONS

## FEES

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

- A cancellation notice 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. PAYMENT PLAN BY DIRECT DEBIT - 10 x INSTALMENTS FROM JAN-OCT

Provides you with an easy option (VISA or Mastercard) so you can set and forget at a lower cost and no risk of late fees.

A mandatory \$25 Admin Fee is charged in Term 1 only (or first month enrolled) which secures your child's placement and is non-refundable. Admin fees are then waived for the remaining terms of the calendar year.

**Maximum saving \$75/year/enrolment.**

- A direct debit of 10 x monthly instalments from 1 Jan to 1 Oct (or from the month enrolled to 1 Oct) will be charged to your credit card. **You must be set up in Auto Pay** to accept this option – Log into your Parent Portal, go to Accounts; Account Settings and set up.

Direct Debit Payers are provided 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.

#### **Mid-Term Enrolments:**

Tuition will be calculated to fall in line with the instalment periods for the terms remaining. The first instalment will be processed on enrolment + one off Admin Fee of \$25.

#### **Unsuccessful Payments:**

If a payment fails for any reason the system will automatically retry that charge up to three times.

- A 2<sup>nd</sup> attempt to process payment occurs **3** days after the original attempt, then a 3<sup>rd</sup> attempt **5** days later. If still unsuccessful, a 4<sup>th</sup> & final attempt is made **8** days later.

- If on the 4<sup>th</sup> & final attempt the transaction fails, the system will automatically cancel the payment plan and send a notification by email.
- If enrolment is to continue, a penalty fee of **\$15** will apply to manually process the overdue instalment and to set up a new payment plan.
- If not continuing, enrolment will be cancelled immediately and if necessary, a Debt Collector engaged to recoup any outstanding fees.

**2. UPFRONT PAYMENT:** Pay tuition + \$25 Admin Fee per term, due in full prior to commencement of each term.

*Pay only one Admin Fee per year by selecting the **PAYMENT PLAN BY DIRECT DEBIT** option.*

**Late Fees**

Upfront Tuition Fees not paid by the Due Date risk incurring a Late Fee of **\$15** per enrolment.

*You can avoid incurring a late fee each term, by selecting the **PAYMENT PLAN BY DIRECT DEBIT** 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 **\$25** may be added along with tuition fees which must be paid prior to attendance.

**Mid-Term Enrolments:**

Fees calculated pro rata for remainder of current term.

Newcomers who enrol mid-term are emailed a Statement of fees and have **3** business days from receipt of the Statement to settle fees in full . Fees not paid by the due date, may incur a one-off Late Fee of **\$15**

**SIBLINGS**

**Babies 0-6 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 6-months) are permitted to accompany you gratis in Tiny Tots, Toddler and Level 1 groups.

**5% Sibling Discount** automatically applies online to siblings over 6-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 6-months they must be enrolled in a class to attend.

**2 for \$39 when in same morning group:** 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**

### **MAKE-UP CLASSES - GROUP**

Group classes only: you can attend a make-up class at any time throughout your currently enrolled term. Until COVID Health orders relax, social distancing requires that you text or email to book ahead. Morning groups: you can make-up in any age class, just find the day/times that work and let us know. Or, join the Live Zoom OR view Online lessons in your Parent Portal.

**NB:** Make-ups are a Bonus Option 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 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.

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

**Upfront Payers:** must submit CKV before payment of Tuition is made for either Term 1, 2, 3 or 4 – sorry no refunds.

**Direct Debit Payers:** as this option is a commitment for the year, on receipt of the CKV, the \$100 credit will reduce the amount owing per instalment.

For example: CKV received in January - instalments will be re-calculated at annual balance owing less \$100 over the 9 remaining instalments .

We send multiple reminders and are unable to assist if you forget to claim before tuition fees are paid for Term 4 or by 1 Oct for Direct Debit Payers.

## 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:

**Direct Debit 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 two weeks prior to the end of the term. No refunds/credits apply for withdrawing mid-month.

#### NOTE:

- On notification of withdrawal, the \$25 Admin fee for terms attended will be reinstated before any refund is provided (excludes the mandatory Admin Fee paid on initial enrolment).
- Only JLM Admin can cancel Auto Pay registration. Once we receive your request to withdraw your Auto Pay registration will be cancelled.

**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 enrolled students in Term 1 are given automatic placement in Terms 2, 3 & 4 (or moving forward from Term initially enrolled). 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. Providing a Doctor's Certificate with a serious health issue*, a credit or refund may be provided for the weeks missed however this will be determined on a per case basis and at Julie Logan's discretion.

Notification to cancel enrolment for any reason (other than the above) 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 or 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.

## COVID SAFE POLICY AND INSTRUCTIONS

### from June 2020 until further notice

#### PHYSICAL DISTANCING MEASURES TAKEN

- No waiting inside the building: arrive on time or wait outside 1.5 metres apart
- All classes have a break between classes to allow for students to exit and enter without overlap.
- Floor Dots placed 1.5m apart – please sit on a dot.
- Small Class sizes: **ALL STUDENTS** must be on the roll, this includes babies and younger siblings. Students will only be accepted into a class if their name is on the roll. This is a requirement of NSW Health for meeting the maximum number per class and tracking COVID.
- **Morning Group Lessons with Adult:** 1 adult only in building per child
- **Drop off Group Lessons:** please arrive exactly on time and queue 1.5 metres apart in designated area of your venue for temperature check and hand sanitiser.
  - For Drop-off Groups, the Accompanying Adults may not enter the classrooms, and must wait off-site and follow Teacher instructions for Entry/Exit points.
  - Collecting Drop-off Groups at Adventist Hamilton: from Door at end of Driveway. Please wait 1.5 metres apart and child will be sent to you.
  - **Late Collection:** if you fail to collect on time, students wait in courtyard or corridor in view of a staff member.

## **HYGIENE POLICY & CHANGES TO CLASSES**

- COVID cleaning & disinfecting routine has been set between lessons
- At entry, families must confirm none of them have been in contact with or have themselves displayed any flu-like symptoms in the past 24-hours
- May have temperature checked at the discretion of the teacher
- Wash hands or Use hand sanitizer before entering and exiting music room.

### **GROUP CLASSES – INSTRUMENTS, PROPS, PENCILS**

- All equipment used during your class is SINGLE use. This means that equipment is quarantined until disinfected. We will use 75% Alcohol Wipes and Viraclean disinfectant as it is safe for babies and children.

#### **OPTIONAL – if you prefer to BYO here are suggestions**

- **Mornings BYO music bags:** scarf, maraca, castanet, soft toy, puppet, small ball. See Parent Portal >Shared Files, for Price list if you wish to purchase items from JLM.
- Babies: BYO rug.
- **Drop off Groups:** optional BYO own percussion/props bag as per Mornings
- **Level 4 & 5 Bring:** Level 4 bring own Recorder (Term 1-4) & Ukulele (term 3-4); Level 5 own Violin (Term 2), Drumsticks (Term 3 & 4).

### **PRIVATE PIANO, VOICE, VIOLIN LESSONS:**

- Maintain 1.5 metre social distancing
- Sanitiser before and after lessons
- Teachers disinfect touch points
- Piano keys, any shared items are disinfected between students

## **HEALTH POLICY**

- Teachers will be turning away any clients entering who are visibly unwell
- Staff & families who are displaying ANY of the following symptoms: fever, cough, sore or scratchy throat, shortness of breath: are NOT to attend music.
- Staff with flu-like symptoms must have a COVID test and may not return to the workplace until a negative test result is returned.

## **MAKEUP CLASSES POLICY**

While class sizes are restricted in person makeups or trial classes will be limited.



Online lessons (Live or Pre-recorded) are provided each week. *And, as increased class sizes are permitted, you may do any makeups in the coming months as long as you are enrolled.*

Makeups are a bonus offer to enrolled families and are not guaranteed.

Unused makeups cannot be credited, refunded or transferred to other terms.

**Teacher illness:** If your teacher is unable to attend due to having symptoms, JLM will either: 1. Provide a substitute teacher OR 2. Your teacher will teach the class online.

## **COVID SHUT DOWN AND REOPEN PLAN**

In the event that a case of COVID occurs in our community, the following plan will be carried out:

Staff and families who were in attendance on that student's day are notified. This includes:

- Their own class
- The class next door to them (in case of shared bathroom use)
- All staff
- Staff who were in contact with the infected person must have a COVID test and may not return to teaching until a negative test result is returned. Families who were in contact with this infected person will be advised to follow this procedure.
- These rooms will be closed for 48-hours to allow for deep cleaning.
- All classes to run online during this 48-hour period.
- Replacing Absent Teacher in quarantine:
  1. Find a substitute teacher. If this is not possible
  2. Lessons return temporarily 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.

## **2021 TERM DATES**

Term 1 : Fri 29 Jan - Thu 1 Apr

Term 2 : Mon 19 Apr - Mon 21 June (no classes Mon 14 Jun due to P/H)

Term 3 : Mon 12 Jul - Fri 10 Sep

Term 4 : Tue 15 Oct - Mon 6 Dec (no classes Mon 4 Oct due to P/H)

**Gala Rehearsal & end of year Concert in Nov** (Levels 2-5 & Song Crew) check

Website and Reserve the Date.

**Updates to Terms and Conditions**

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