

TERMS & CONDITIONS

FEES

TUITION FEE:

Full term rate applies or calculated pro-rata from the week commenced for mid-term enrolments. Enrolling is easy with VISA or Mastercard.

ADMIN FEE: *(non-refundable)*

- \$25 Admin Fee applies per enrolment per term for fees paid upfront.
- Pay only one annual \$25 Admin Fee per enrolment by choosing to pay by Direct Debit (saving \$75 per enrolment). We pass our admin savings onto you!
- PLUS all families receive a sibling discount with two or more children enrolled (with the exception of families receiving the special rate of 2for\$40)

Our curriculum for each age group is designed across a year. Once enrolled, we assume you want the best outcomes for your child so we secure your place and bill you each term unless you notify us otherwise with 2 weeks' notice prior to the new term or year commencing.

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.

IMPORTANT: 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.

TWO PAYMENT OPTIONS AVAILABLE:

1. **DIRECT DEBIT – full years tuition broken down into monthly instalments from 1st Jan (or month enrolled) to 1st October**

Set up your credit card in Auto Pay then forget. Only one annual Admin Fee charged and no risk of late fees. The Admin Fee is charged in Term 1 (*or first month enrolled*) which secures your child's placement, then waived for the remaining terms of the calendar year. **Saving \$75 per year per enrolment.**

- We will charge 10 monthly instalments to your credit card from 1st Jan to 1st Oct (or from the month enrolled). To choose this option **you must be set up**

your credit card in Auto Pay – Log into your Parent Portal and click on the Auto Pay icon on your homepage.

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 + \$25 Admin Fee

Unsuccessful Payments:

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

- A 2nd attempt to process payment occurs **3** days after the original attempt, then a 3rd attempt **5** days later. If still unsuccessful, a 4th & final attempt is made **8** days later.
- If on the 4th & final attempt the transaction fails, the system will automatically cancel the payment plan and send a notification by email.
- To continue enrolment, a penalty fee of **\$15** may apply to manually process the overdue instalment and future fees will be required upfront.
- If not continuing, enrolment will be cancelled immediately and a Debt Collector may be engaged to recoup any outstanding fees.

NOTE: The Admin Fee for terms attended will be reinstated if enrolment is cancelled by either the family or Julie Logan Music.

- 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 **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 **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 \$40 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: Teachers and Venues are booked to attend your scheduled lessons whether you attend or not.

As a Bonus, we give the option for you to attend a make-up class at any time throughout your currently enrolled term. Unless we are under NSW Health Orders, there's no need to book ahead, just check the timetable and come when you can.

In case you can't make it in person, you have On Demand Video activities and lessons available all term so you can dip in and out in your own time.

NB: 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 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 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 a refund/credit (if any) is provided

- 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 Fawcett'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.

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 February 2022 until further notice

PHYSICAL DISTANCING MEASURES TAKEN

To participate inside our venues, staff and participating adults must adhere to the latest Public Health Orders:

Morning Groups:

- Accompanying adults must show proof of vaccination
- Stay socially distanced and masked
- One adult only per family attend sessions (unless otherwise arranged)
- Sanitiser/wash with soap before lessons & highly recommended after lessons
- Single use and disinfected shared items

Drop Off Groups:

- Adult dropping student off must not enter the classroom but wait outside and follow Teacher instructions for Entry/Exit points.
- Collecting a drop off student: Wait for staff to collect and return students outside Adventist Hall, Hamilton from door at end of driveway.
- Masks are highly recommended. Stay socially distanced while waiting to collect your child.
- Please arrive exactly on time at Adventist Hamilton from door at end of driveway.

LATE COLLECTION: If you fail to collect on time, the student will wait in the courtyard or corridor in view of a staff member.

IMPORTANT: **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.

Pending further NSW Health advice:

- Do not attend if you or your child have symptoms. It will be really helpful if you notify us in advance when you'll be absent. Where necessary, Hamilton groups will move into the Big Hall Adults accompanying children must be fully vaccinated

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

Makeups or trial classes will be limited.

Pre-recorded lessons are available .

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.

Contact Risk Assessment for Business and Community Settings:

It is available at <https://bit.ly/3ACAVjP>

Contact Management:

NB If you become infected and/or Discover you are a Contact, please notify us with Date and Status of your Contact.

Close contacts

Should follow the advice for close contacts:

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/advice-for-contacts.aspx>

Casual contacts

Should follow the advice for casual contacts:

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/covid-19-casual-contact.aspx>

Low risk contacts

Monitor for symptoms. Have a RAT and self-isolate if symptoms develop.

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.

2022 TERM DATES (9 week terms)

Term 1 : Mon 31 Jan - Fri 1 Apr

Term 2 : Tue 26 Apr - Mon 27 Jun (no classes 13 June due to p/h)

Term 3 : Mon 18 Jul - Fri 16 Sep

Term 4 : Mon 10 Oct - Fri 9 Dec

Updates to Terms and Conditions

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