

# TERMS & CONDITIONS

## FEES

Full term rate applies or calculated pro-rata from the week commenced for mid-term enrolments. We accept Visa & Mastercard.

**NOTE:** Fees must be paid in full prior to attendance for Full and Mid-term Enrolments, Trial or Casual attendance and Holiday sessions.

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 or in monthly instalments unless you notify us otherwise.

Your child's enrolment is continuous throughout the year. Once enrolled, your child receives automatic placement in the remaining terms for that calendar year.

**IMPORTANT:** It is an OH&S requirement that ALL CHILDREN attending a class must be officially enrolled or registered for a Trial session, this includes babies and younger siblings.

## TWO PAYMENT OPTIONS AVAILABLE:

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

Set up your credit card in Auto Pay then forget. You'll receive a \$20 discount per term, a potential saving of **\$80 per year per enrolment**.

- Monthly instalments will be charged to your credit card on the 1<sup>st</sup> of each month from Jan to Oct (*max of 10 instalments or from month enrolled*). To choose this option **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 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 months remaining. The first instalment will be charged to your credit card within seven (7) days of enrolment plus the resource fee if applicable.

### **Unsuccessful Payment:**

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

- 2<sup>nd</sup> attempt **3** days after the original attempt
- 3<sup>rd</sup> attempt **5** days later.
- 4<sup>th</sup> & final attempt **8** days later
- If the 4<sup>th</sup> attempt 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.

**NOTE:** If not continuing, enrolment will be cancelled immediately and discount applied will be removed. Any balance owing for terms attended will be invoiced for payment. If payment is not made by the due date, a Debt Collector may be engaged to recoup outstanding fees.

## **2. UPFRONT PAYMENT:** Pay tuition upfront per term

- Tuition Fees must be paid in full at the checkout when paying online through the Parent Portal
- If a Fee Statement is issued, fees must be paid by the due date referenced.
- If a Fee Statement is issued but no due date referenced, fees must be paid within 3 days from date of the Statement issued or prior to attendance, whichever comes first.

### **LATE FEES:**

Your child's placement remains secure up till the due date specified on the Fee Statement or email advice. To continue holding your child's placement once fees are overdue:

- **\$5.00 - 1 day post due date**
- **\$10.00 additional fee - 7 days post due date**
- **\$15.00 additional fee - 10 days post due date**

### **FEES MUST BE SETTLED PRIOR TO ATTENDANCE**

*You can avoid incurring late fees by selecting the **DIRECT DEBIT** option (Terms 1, 2, 3 only)*

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 Admin Fee of **\$25** may apply in addition to tuition fees and late fees, with payment in full required 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, will incur a one-off Late Fee of **\$15** for holding their placement.

### **SIBLINGS – applies to Term enrolments only (not trial or casual bookings)**

**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 \$42 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 or in your Parent Portal.

### **TRIAL / CASUAL FEE - \$ 30.00**

- BY REQUEST ONLY - contact Admin (booking will be subject to availability).
- Must be booked and paid for **prior** to attendance.
- Non-refundable. If notification of inability to attend is provided more than 24-hours prior to attendance the booking can be transferred within the current term (no credit transferred to future terms). If notification is given within 24 hours of attendance, the option to reschedule at no additional cost will be at the Director's discretion.
- No show / no notification = no transfer
- If after a **Trial session** you wish to enrol your child for the remainder of the term, fees will be calculated FROM THE WEEK OF THE TRIAL (not from the following week). The \$30 trial fee paid will be deducted from fees owing.

## **CANCELLATION POLICY**

### **REFUND/CREDIT POLICY:**

In accordance with consumer law, JLM **is not** obliged to provide a 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 make-up class options within the term you missed your regular lesson

## CANCELLATION POLICY FOR:

**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 in writing.

- When notification of withdrawal or request to pause enrolment temporarily has been received, the total years Tuition discount is removed prior to calculating any credit or balance owing. **The Annual Tuition Discount only applies when a student attends continuously (without a break) for all four terms or from date enrolled to the end of Term 4.**
- Any credit or balance owing will be calculated from the week following the date the withdrawal notice is received eg. if notice to withdrawal is received in Week 4 (pre or post attendance that week), the credit or balance owing will be calculated from Week 5.
- Only JLM Admin can cancel Auto Pay registration. On receiving notification to withdraw your Auto Pay registration will be cancelled.

**Upfront Payers:** Once enrolled, your child's placement is a commitment for the term paid. As a currently enrolled family, your child then receives automatic placement in the following term (up to Term 4). If you need to cancel enrolment at any time, notification must be submitted in writing.

- While in accordance with consumer law, JLM **is not** obliged to provide a refund/credit if enrolment is cancelled, this will be at the Director's discretion and considered on a case by case basis.
- In the event of unavoidable adverse circumstances *eg. Providing a Doctor's Certificate with a serious health issue*, a credit or refund will be provided for the weeks missed.

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

## 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 (pending availability).

**NOTE:** Make-ups are offered as a courtesy but not guaranteed, transferable in kind or credited to other terms. You can reschedule within the term enrolled if you are absent due to illness/specialist appointments/change of work roster.

Make-ups **do not apply** if you choose to take holidays during the term (*although may be considered at Julie's discretion if prior notice is given*).

Unused make-ups cannot be credited, refunded or transferred to other terms.

In case you can't make it in person, you can access On Demand Video activities and lessons via your Parent Portal so you can dip in and out in your own time.

**Teacher illness:** If your teacher is unable to attend due to illness, JLM will either reschedule the class, provide a substitute teacher or credit the cancelled lesson to your account.

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 for children 4.5yrs +

Julie Logan Music (JLM) is a Creative Kids Voucher (CKV) Provider.

To use your voucher, you must either:

- Forward the Receipt from Service NSW to [admin@julieloganmusic.com.au](mailto:admin@julieloganmusic.com.au) or 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** fees are paid.

**Upfront Payers:** The voucher must be submitted to JLM and voucher credit applied to your Term fees BEFORE making payment - no refunds.

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

## HOLIDAY SESSIONS AND EVENTS

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

- Holiday sessions must be paid in full at the time of enrolment.
- Holiday sessions are not included in our make-up policy.
- Holiday sessions are non-refundable, and there are no refunds or credits given under any circumstances.
- If JLM cancels a holiday session or event, the session will either be rescheduled, a make-up session offered or a credit to be used at a later date.

## 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 the Director

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 Resource Fee if applied. 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 in writing 14 Days PRIOR to the Due Date of the next term or full-term fees may 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.

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## COVID POLICY

We are a **COVID safe** business. To ensure the health of our children, parents, guardians and our musical team, the following protocols apply:

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- We ***strongly encourage*** everyone to maintain good health and hygiene practices including washing before and after class and single use equipment.
- If you or your child are coughing, sneezing, or feeling unwell, *regardless of whether it is a COVID symptom or not*, let us know and stay home.
- All children attending a group/class must be officially enrolled or registered for a Trial session. *This is also an OH&S requirement.*

To participate inside our venues, staff and participating adults must adhere to:

### **Morning Groups:**

- We continue to encourage social distancing.
- 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's 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.
- Please arrive on time at Adventist Hamilton from door at end of driveway.  
**LATE COLLECTION:** If you fail to collect on time, your child will wait in the courtyard or corridor in view of a staff member.

### **Pending further NSW Health advice:**

- Do not attend if you or your child has symptoms.
- It will be really helpful if you notify us in advance when you'll be absent.

## **HEALTH & HYGIENE POLICY**

- Routine cleaning & disinfecting of equipment between lessons.
- Good health and hygiene practices including washing before and after class and single use equipment.
- 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



## 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:

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

## 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.

## 2023 TERM DATES (9 week terms)

TERM 1, 2023 | Mon 30 Jan – Fri 31 Mar

TERM 2, 2023 | Mon 24 Apr – Wed 28 Jun

TERM 3, 2023 | Mon 17 Jul – Fri 15 Sept

TERM 4, 2023 | Mon 9 Oct - Fri 8 Dec

**Updates to Terms and Conditions**

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