

2018 TERMS AND CONDITIONS OF ENROLMENT
for
ONE-TO-ONE AND GROUP LESSONS (INCLUDING ENSEMBLES)

ENROLMENT: Enrolment is an agreement to engage the services of the Central Coast Conservatorium of Music at a particular time each week, during the terms of the calendar year.

An enrolment becomes valid and lessons can commence when the completed and signed Application for Enrolment Form is received by the Administration office (or submitted online) and the account is fully paid or suitable payment arrangements are in place. The enrolment is a commitment to attend lessons in each term of the year and students will be billed accordingly.

ANNUAL ENROLMENT FEE: An annual enrolment fee (per family) is payable on initial enrolment with the Conservatorium and thereafter annually at the beginning of the year. Students enrolling part way through the year will be charged a pro rata enrolment fee.

TERM FEES: Tuition fees are due and payable prior to the commencement of music lessons each term. An invoice for enrolled students will be issued in advance of the first lesson of each term which is obtained by logging into your Customer Account at <https://cccon.asapconnected.com/>

Students facing financial difficulty and unable to pay term fees in advance may request a payment plan. This arrangement will not exclude them from lessons unless the payment plan is not adhered to (a fee of \$2.50 will apply for second and all subsequent payments). Failure to pay your invoice or arrange a payment plan may result in the student being excluded from lessons. A full list of fees is available from our website. Any unpaid fees requiring the use of a debt recovery agency will incur an additional surcharge of 10%.

MISSED LESSONS: It is expected that students enrolled at the Conservatorium will commit to attending the full term's lessons and the music teacher will provide the full term's lessons. Students pay lesson fees regardless of their attendance. Failure to attend a lesson or a class and/or withdrawal from any tuition during the term does not warrant a credit. Students who miss lessons must notify the Conservatorium Office (or the teacher if the Office is closed) at least 2 hours before the scheduled lesson.

The Conservatorium may provide a credit to the student if it is unable to provide a music teacher for a scheduled lesson and that lesson cannot be 'made up'.

In exceptional circumstances (e.g. a serious illness, supported by a medical certificate), a leave of absence may be arranged. **Prior** approval of both the teacher and the Conservatorium is required. If approved, a credit may be given for two or more consecutive absences.

If a credit is approved, it will be applied to the following term's Fees Account in the same calendar year. After the end of that term, the credit amount will expire. The Conservatorium reserves the right to alter, decline or cancel any of its courses or programs or to change the music teacher for any tuition at any time. For all ensembles and group classes, the Conservatorium will deliver a minimum of 8 classes/rehearsals per term.

AS A MATTER OF COURTESY, PLEASE INFORM THE OFFICE OR YOUR TEACHER IF YOU CANNOT MAKE YOUR LESSON DUE TO ILLNESS OR OTHER ABSENCE ON 4324 7477.

STUDENT ILLNESS GUIDELINES: While we encourage students to attend all of their lessons, classes, and ensembles, an ill child or adult will not perform well and may expose others to

communicable illnesses. If a child is sneezing, coughing and/or sick enough to stay at home from school, please do not send your child to music lessons.

REFUNDS: Lesson refunds are given when lessons or classes are cancelled by the Conservatorium. A refund, minus the first lesson or class cost plus enrolment fee (in Term 1 only), may also be given if the student decides not to continue after the first lesson or class and notifies the Conservatorium in writing at least 24 hours prior to the second lesson. If the Conservatorium is not notified at least 24 hours in advance, the student is responsible for the full term's fees.

WITHDRAWAL/DEFERMENT OF LESSONS: Notification of intention to withdraw (or defer lessons) must be made in writing to the Conservatorium's administration office (not through the music teacher) at least 7 calendar days prior to the commencement of a term. As a matter of courtesy you should advise your teacher of your intention to withdraw or defer. This will result in a cancellation of term fees. Where notice is received after this date the full term's fees are due and payable.

The Conservatorium reserves the right to discontinue a student's enrolment at any time for reasons including, but not limited to: poor attendance, non-payment of fees, lack of interest, or disruptive behaviour. If a student is dropped for non-payment of fees, the student might be able to continue the term by paying the unpaid balance.

HOW TO MAKE PAYMENTS: The fee payment methods are as follows:

- By logging into your Customer Account at <https://cccon.asapconnected.com/>
- Direct deposit to the Conservatorium's bank account: A/C name: Central Coast Conservatorium Inc. BSB: 062 544 (Commonwealth Bank, Gosford) A/C number: 28015086. Please ensure to use the invoice number/s and your family name (surname) as the payment reference so that we can apply the payment against your account promptly.
- Credit card payment by phoning on 4324 7477 during office hours (Mon – Fri 9.00am to 5.00pm; Saturday 9 am to 12 noon).
- Cheque made payable to the Central Coast Conservatorium of Music Inc. (dishonoured cheques will attract a \$30 processing fee).

STUDENT SUPERVISION: As the Conservatorium cannot supervise students outside their lesson times parents and guardians are advised not to leave students unattended before or after lessons and to make suitable arrangements for the drop-off and pick-up of students.

Older students may wait for their lessons and for parent/carer pickup in one of our safe waiting areas. Homework benches with device chargers are located at 45 Mann Street in the "water cooler room" and in a large open area upstairs at 35 Mann Street. Parents are welcome to wait in these areas with their children to supervise homework activities.

Use of Conservatorium services implies agreement to these Terms and Conditions.

If you have any questions regarding these Terms and Conditions please call the Conservatorium on 4324 7477.

Issue date: 8 December 2017