

2021 TERMS AND CONDITIONS OF ENROLMENT
for
ONE-TO-ONE AND GROUP LESSONS (INCLUDING ENSEMBLES & CMP)

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 Online Enrolment Form is submitted via the Conservatorium's website

<https://centralcoastconservatorium.com.au/> and the account is fully paid, or a payment plan arrangement is entered into.. The enrolment is a commitment to attend lessons and ensemble/band rehearsals in each term 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 AND PAYMENT: An invoice for enrolled students will be issued in advance of the first lesson of each term and will be emailed to the account contact or can be obtained by logging into your Customer Account at <https://cccon.asapconnected.com/>

We offer the following payment options:

1. Tuition fees must be paid in full prior to the commencement of lessons.
2. A payment of 30% of the outstanding fees prior to the commencement of lessons and an agreement in writing, signed by both parties, specifying instalment dates and amounts to clear the entire debt no later than the end of week 7 of term.

Failure to adhere to the instalment agreement may lead to the student being suspended from tuition until arrears are met. A full list of fees is available from our website.

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 12 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.

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.

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/>
- Secure online card payment via the Conservatorium website, by using this link: <https://centralcoastconservatorium01.worldsecursystems.com/secure-payment>
- Direct deposit to the Conservatorium's bank account: A/C name: Central Coast Conservatorium Inc. BSB: 062544 (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 (02) 4324 7477 during office hours (Mon – Fri 9.00am to 5.00pm).

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. Parents are welcome to wait in these areas with their children to supervise homework activities.

CHILD PROTECTION: All Conservatorium teachers and administration staff have completed a NSW Working with Children Check as per the requirements of the NSW Office of the Children's Guardian. All staff also complete annual Child Protection Awareness Training.

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: 17 December 2020