



## STUDENT TERMS & CONDITIONS

### **Ceasing Tuition**

- A student may only cease tuition at the end of a school term.
- 2 weeks notice must be given to the Key Music Australia Office prior to the end of the current school term
- Payment will be required for a full term of lessons
- Key Music Australia does not offer refunds.

### **Lesson Cancellations**

- Only missed private lessons are eligible for make up lessons (not group or shared lessons)
- 24 hours notice must be given to the Key Music Australia Office to be eligible for a make up lesson.
- It is not sufficient for the student to only tell their tutor, the Key Music Australia Office must be notified by the student.

### **Missed Lessons**

- If a student misses a lesson without giving sufficient notice to the Key Music Australia Office no make up lesson or credit will be given.
- Special circumstances will be considered by our office.

### **Make Up Lessons**

#### ***Student Cancels a Lesson***

- When a student cancels a lesson and is eligible for a make up lesson:
  - this make up lesson is valid for the school term the lesson was missed in and the following school term.
  - If a student does not arrange for their make up lesson within this timeframe it will become void.
  - All make up lessons must be made up by the end of Term 4, make up lessons do not carry to the following school year.
  - No credits will be given on unredeemed make up lessons when the student has cancelled the lesson.
  - Students wishing to book a make up lesson need to contact the Key Music Australia Office to arrange a time.
  - Make up lessons will be conducted throughout the term depending on the availability of tutors and students. It is the student's responsibility to book make up lessons; Key Music Australia will not send reminders for make up lessons owed.
  - Key Music Australia will keep a record of all make up lessons owed to students. If students are unsure if they are owed any make up lessons they can confirm by contacting the Key Music Australia Office.

#### ***Key Music Australia Cancels a Lesson***

- When a lesson is cancelled by Key Music Australia:
  - the student is eligible for a make up lesson, this includes group and shared lessons.
  - This is valid for the school term the lesson was missed in and the following school term.
  - If a student and tutor are unable to arrange a make up lesson within this timeframe a credit will automatically be added to the student's next invoice.



- If the student is still owed a make up lesson at the end of the school year due to a cancellation by Key Music Australia, the credit for this lesson will be carried to their Term 1 invoice.
- Key Music Australia will contact students to arrange make up lessons for lessons that we have cancelled.
- Students can also contact Key Music Australia to arrange their make up lesson. If students are unsure if they are owed any make up lessons they can contact the Key Music Australia Office to confirm.
- Key Music Australia will keep a record of all lessons owed to students.

### ***Missed Group and Shared Lessons***

- No make up lesson is offered for missed group or shared lessons due to student's absence. If Key Music Australia cancels an entire group lesson then all students will be granted a make up lesson.

## **Fees & Payments**

### ***Invoices***

- Tuition fees are for a full school term.
- An invoice will be emailed to you at the beginning of each term.
- Changes to invoices are NOT PERMITTED.
- Invoices are to be paid by the due date which is clearly marked on the invoice.
- Late payments will result in a late fee of \$35 and lessons being put on hold until payment is received or an arrangement is made with our office.
- If payments are continually received late the student will be placed on a prepayment system where no lessons will be given until all fees are paid.
- Late payments will be referred to our Debt Collection Agency.

### ***Payment Methods***

- Key Music Australia only accepts payment via Direct Transfer and Credit Card.
- A processing fee of \$4 per invoice applies to all credit card payments.
- No fee applies to payments made by direct transfer.
- Payments via cheque or cash are not accepted.
- Tutors cannot receive any payments.
- When paying by Direct Transfer and credit card please ensure that the description clearly states your invoice number Eg. INV1271 . Due to the high volume of Direct Transfer payments that we receive, it is not possible to track a payment without the invoice number.
- View the website link to pay securely online by Credit Card:  
[www.keymusicaustralia.com.au/payments](http://www.keymusicaustralia.com.au/payments)

## **Privacy**

- All personal information collected by Key Music Australia remains private and confidential and will only be used by staff and band committee members of the school your child attends and by the staff and tutors of Key Music Australia. It will not be disclosed to anyone.
- You can access your stored personal information at any time by sending an email to [privacy@keymusicaustralia.com.au](mailto:privacy@keymusicaustralia.com.au)
- Key Music Australia does not collect Credit Card Details. All credit card payments are processed securely by PayPal. More information can be found at [www.paypal.com.au](http://www.paypal.com.au)



## **Supervision**

- Key Music Australia only provides supervision for students during their allocated lesson time.
- If students arrive onsite before their lesson time or band rehearsal or stay onsite after their lesson time or band rehearsal they are not the responsibility of Key Music Australia.
- Students must be picked up immediately at the completion of their lesson time or band rehearsal.

## **Holidays**

- Key Music Australia operates as per the NSW public school terms.
- Lessons are not held in school holidays or on public holidays.
- In most schools, student free days are held on the first Monday of term in terms 1, 2 & 3. Key Music Australia lessons are not held on these days unless otherwise specified.

## **Tutors**

- All Key Music Australia tutors have undergone a selection process and have been carefully chosen because of their teaching skills, musical abilities and rapport with students.
- Key Music Australia will where possible retain the same tutor for a student, however in some circumstances a tutor may need to be changed at short notice.

## ***Child Protection***

- All Key Music Australia tutors have been screened with the “Working with Children Check” under the Child Protection Act.
- Key Music Australia considers child protection to be an important issue and all tutors have an understanding of the duty of care towards the students they teach.

## ***Insurance***

- Key Music Australia has Public Liability insurance.
- All tutors are covered by both public liability and workers compensation insurance whilst working for Key Music Australia.

## ***Temporary Tutors***

- If a tutor is away or sick Key Music Australia will where possible substitute a temporary tutor for lessons rather than have students miss lessons.
- All temporary tutors have been selected as per the Key Music Australia application process which includes screening under the Child Protection Act.