

Terms and Conditions



After-School Programs

1. **Enrolment** – The Student is required to attend lessons as per the lesson length/lesson frequency selected on this Enrolment Form. Students are required to attend all lessons at the time and day agreed to. Musical Theatre and Band Programs are Semester-long enrolments, whilst Individual Lessons and Classes are Term-long enrolments. **The Student's enrolment will roll over to the following Term/Semester unless the Parent/Legal Guardian advises Focus Music of the Student's withdrawal no later than the last business day of the current Term/Semester they are enrolled in.**

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2. **Billing/Payments** – If the Student enrolls partway through a Term, the Student will only be charged for the remaining lessons they will have in that Term. Please note that Term lengths may vary and charges will reflect the number of teaching weeks in the Term being billed.

3. **Late Payments** – Full Payment or a Direct Debit Form must be received within 14 days of the Student's first lesson of the Term they are enrolled in. If payment is not received within 14 days of the Student's first lesson the Student will not be able to attend any further lessons until payment is received. These lessons will be forfeited and charged for until payment or a Direct Debit Form is received. If it becomes necessary to engage a collection agency to effect collection of any amounts owing to Focus Music, then all collection expenses and associated charges shall be born by the signatory on this Enrolment Form.

4. **Cancellation/Withdrawal** – If the Student wishes to withdraw, Focus Music must be advised by no later than the last business day of the current Term/Semester the Student is enrolled in. If no withdrawal notice is received by this date, the Student's current enrolment will roll over to the following Term/Semester. If the Student notifies Focus Music of their withdrawal after the withdrawal cut-off date (last business day of Term/Semester), the Student will incur a Late Cancellation Fee of \$75.00. If this amount is not paid within 14 days of the Student's notice to withdraw, the Student will be liable for the full Term's/Semester's tuition fees based on the previous Term's/Semester's lesson enrolment type (i.e. Individual Lessons, Classes or Programs).

I understand that if I do not advise Focus Music of my withdrawal prior to the last day of the current Term/Semester I am enrolled in, that I will incur a Late Cancellation Fee of \$75.00.

I understand that if the Late Cancellation Fee is not paid within 14 days of my notice to withdraw, I will be liable for the full Term's/Semester's tuition fees based on my previous Term's/Semester's lesson enrolment type (i.e. Individual Lessons, Classes or Programs).

If the Student wishes to withdraw during a Term/Semester, the Student is required to complete **all** remaining lessons for the Term/Semester and will be withdrawn at the end of that Term/Semester. If the Student withdraws at any point during a Term/Semester and does not wish to complete the remaining lessons for that Term/Semester, the Student will remain liable for all fees associated with their lessons in that Term/Semester, and no refund will be given.

5. **Student Absence & Make-Up Lessons** – In the event that the Student is unable to attend a lesson for **any** reason, a **minimum of 24 hours'** notice is required. The Student can receive a **maximum of 2 Make-Up lessons** per Term as a result of the Student cancelling for any reason.

If notice of cancellation is given less than 24-hours and the student is unable to attend a lesson **due to illness**, a **Doctor's Certificate** must be provided within 5 business days from cancellation for a Make-Up Lesson to be arranged. Please note, if no Doctors Certificate is provided within the aforementioned period, Focus Music is unable to reschedule any missed lesson with less than 24 hours' notice given.

If a minimum 24 hours' notice is **not** given, the absence is for any reason other than illness, or a Doctor's Certificate is not provided within 5 business days, Focus Music is unable to reschedule that missed lesson. Please note that, due to their nature, Focus Music cannot offer Make-Up lessons for cancelled/missed **classes** as the class will still go ahead without the Student attending.

It is the **Student's responsibility** to make contact with Focus Music to book their Make-Up lesson and make him/herself available for a Make-Up Lesson being offered, if the Make-Up required was as a result of the Student cancelling.

In the event that the Student cannot attend a Make-Up Lesson being offered, as a result of the Student cancelling his/her original lesson, the Student will forfeit that lesson and no refund or credit will be given.

A Make-Up lesson must be completed in the same Term as the missed lesson. No Make-Up lesson will be carried over or credited to the following Term.

6. **Teacher Absence & Make-Up Lessons** – If the Teacher is unable to attend the lesson for any reason, a Relief Teacher will be arranged for the Student's lesson. The Student will be contacted and notified of the Teacher's absence and the Relief Teacher who will be taking them for that lesson. No Make-Up lesson can be granted if a Relief Teacher is provided. If no Relief Teacher is available, Focus Music will schedule a Make-Up Lesson at an alternate day/time.

In the event that the Student is unable to attend a Make-Up Lesson being offered that was required **as a result of a Teacher's absence**, this lesson will be credited in full to the following Term, or refunded if the Student withdraws at the end of that Term. Student Absence/Cancellation & Make-Up Lesson Policy still applies for such make-up lessons in order for credit or refund to be applied.

