

TERMS AND CONDITIONS | CANCELLATION POLICY

Term-based private tuition

- Enrolments for weekly, term-based tuition are only secured once full payment is made prior to commencement of the student's first lesson each term.
- JAM requires 24 hours notice if a student is unable to attend a lesson for any reason. Please advise student absences through the MyMusicStaff Portal, via email: info@jam.nsw.edu.au or call (02) 8054 8700.
- When 24 hours notice is provided, one make-up lesson is available per student undertaking private tuition across each school term. The make-up lesson will either be with your tutor or a tutor of similar skills and experience.
- A make-up lesson MUST be taken during the term and will not be carried over to the next term.
- If less than 24 hours notice is given then no make up lesson or credit will apply.
- Lessons that fall on a public holiday will not be charged.
- If a tutor is absent for a lesson, then a make up lesson will be organised during the term.
- If this make-up lesson cannot be delivered by the regular tutor, then a tutor of similar skills and experience will be engaged.
- In the event a tutor cannot be engaged to deliver the make up lesson, your account will be credited.
- If a student plans to be away for more than 1 week during a school term, 7 days notice is required prior to the commencement of each term.
- To hold a regular timeslot for a student away for more than 1 week each term, full payment of the term is required at the beginning of the term. Please note: the one make up lesson rule applies.
- Students participating in private tuition will be automatically re-enrolled into tutoring for the next school term. To cancel the arrangement, 7 days notice is required in writing prior to the end of each term. Email: info@jam.nsw.edu.au
- We do not offer refunds for change of mind.

Applicable Term-based Rates:

- \$44 inc. GST per 30 minute private lesson

Casual Private Tuition

- Payment is required upon booking a casual lesson.
- JAM requires 24 hours notice if you are unable to attend a pre- booked / pre-paid casual lesson.
- We will endeavour to reschedule your lesson at a convenient time.
- We do not offer refunds for change of mind.

Note: If a tutor is absent for a private, casual or group lesson we will notify you and arrange for a substitute tutor to conduct your lesson. If a substitute tutor cannot be arranged, the lesson will be cancelled and a make-up time suitable for both parties organised. If a make-up time can not be mutually agreed upon, JAM will provide a full refund. **Applicable casual lesson rate: \$55 inc GST per 30 minute lesson**

Semi-Private and Group Tuition

- We are unable to provide refunds or a make-up lesson if you are unable to attend a scheduled semi-private or group lesson.
- If a tutor is unable to deliver a semi-private or group lesson, a substitute tutor will deliver the lesson.
- We do not offer refunds for change of mind.

Applicable rate for Semi-Private Tuition: \$35 inc GST (2 students per lesson)

Applicable rate for Group Tuition: \$22 inc GST (min 3 students per group lesson)

Registration and Administration Fee

- A one-off \$10 registration and administration fee applies to each new enrolment for private, semi private and group tuition. You will not be charged this fee again if you continue to undertake consecutive music lessons across each school term. This fee will ensure you have access to our booking system where you will be able to check class times online and will also be provided with lesson reminders via text message and email.

Payment of Tuition Fees

If you are unable to pay full term fees upon booking private, semi-private or group tuition please contact JAM Director Nic Jeffries directly to discuss payment options.

We accept the following payment methods: Direct Deposit - details:

Jeffries Academy of Music
Commonwealth Bank of Australia
BSB: 064 103
ACC: 1019 4432

Reference: Please include the Invoice Number or student name

- Cash | Eftpos | Credit cards including American Express