



JAM TERMS & CONDITIONS (2026)

Effective 1 January 2026

1. Enrolment & Registration

- All new students must complete the JAM Registration Form prior to commencing lessons.
- A one-off non-refundable \$25 Registration Fee applies to all new enrolments.
- Enrolments automatically roll over each term unless written notice is provided.
- By enrolling, families agree to abide by all JAM policies, including those relating to Child Safe Standards.

2. Annual Fee Review

- JAM reviews its lesson fees annually and may adjust pricing in line with operational costs, award requirements, and industry standards. Any changes to lesson fees will be communicated to families in advance and will take effect at the start of a new billing period or school term.

3. Fees, Billing & Payments

- JAM operates on a monthly subscription billing model, with invoices issued automatically through My Music Staff (MMS). MMS is JAM's lesson management and billing platform.
- Credit card payment via Stripe is the preferred payment method, ensuring accurate and efficient reconciliation.
- A 1.75% card processing fee applies to all credit card payments. This fixed fee offsets the transaction costs charged by our payment provider and is automatically applied at the time of payment.
- Parents agree to maintain valid payment details at all times.
- Lessons cancelled by JAM where no substitute teacher is available will be credited on the following month's invoice.

4. Tutor Employment, Substitute Teachers & Lesson Notes

- All regular JAM tutors are employed as casual employees under the relevant NSW Award.
- In the event a tutor is absent, JAM will make every effort to arrange a qualified substitute teacher to ensure continuity of tuition. Substitute teachers may be engaged as contractors where appropriate.
- If a substitute cannot be arranged, the affected lesson will be credited.
- Tutors will continue to provide lesson notes, practice guidance, and may communicate directly with parents in accordance with the Communication Guidelines in Section 13.

5. Attendance & Notification of Absences

- Parents are asked to notify JAM of any absences as early as possible, ideally with 24 hours' notice.
- Absences should be communicated via the MMS Parent Portal, or info@jam.nsw.edu.au.

6. Missed Lessons, Credits & Makeup Policy

6.1 Student Absences

- JAM does not provide makeup lessons for student absences.
- Students will instead receive a 10-minute personalised practice video or lesson notes to assist with continued progress. The practice video/lesson notes are provided in lieu of a makeup lesson and are considered fulfilment of the scheduled session.

6.2 Tutor Absences

- JAM will attempt to arrange a substitute teacher for any staff absences.
- If a substitute is unavailable, the lesson will be credited on the next invoice.

6.3 Public Holidays

- Lessons do not run on public holidays; these sessions are automatically credited.

7. Online Lessons

- Online lessons may be offered when a student is unable to attend in person.
- For students under 12, a parent or guardian must be present in the home throughout the lesson.

8. Lesson Delivery & Supervision

- Lessons commence and conclude at the scheduled time.
- JAM cannot provide supervision outside of the allocated lesson time.
- Parents are responsible for timely drop-off and pick-up.
- JAM utilises appropriate supervision and oversight measures, including CCTV coverage in teaching spaces.

9. Term Commitment & Withdrawal

- Enrolment constitutes a commitment to a full 10-week term, billed through monthly instalments.
- Monthly billing does not convert lessons into a week-to-week arrangement.
- Two weeks' written notice prior to the commencement of the upcoming NSW school term is required to suspend or withdraw from lessons. Mid-term withdrawals are not permitted, and fees for the remainder of the term are payable in full.

10. Photography & Media Consent

- Written parental consent is required before photographs or video recordings of students are taken or used.

- Images will only be used for approved JAM educational or promotional purposes and will never be published with student names attached.

11. Child Safety & Compliance

- JAM adheres to the *NSW Child Safe Standards* and the requirements of the *Children's Guardian Act 2019*.
- All tutors hold verified Working With Children Check (WWCC) clearances and are required to complete mandatory child protection training as part of their employment.
- JAM maintains comprehensive child safety policies available upon request.

12. Property, Equipment & Liability

- JAM is not responsible for loss or damage to personal belongings brought onto the premises.
- Students must treat all studio instruments and equipment with care and respect.
- To maintain a safe and clean learning environment, food is not permitted during lessons; however, water bottles are allowed.

13. Communication Guidelines

To ensure professional, transparent, and safe communication:

13.1 Tutor-Parent Communication

Permitted for:

- sharing lesson notes and practice expectations
- providing progress updates
- coordinating minor lesson-related matters

Requirements:

- Communication must remain professional, respectful, and child-safe.
- Tutors may contact parents only—not students directly—unless a parent is included in the message.
- Personal social media or private accounts must not be used for lesson-related communication.

13.2 Administrative Communication

The JAM office must be contacted for:

- enrolment or withdrawal
- scheduling changes or absences
- payment or invoice enquiries
- policy clarification

Contact: info@jam.nsw.edu.au or the MMS Parent Portal

13.3 Communication Boundaries

- Communication should occur only within reasonable hours.
- No private gift-giving, inappropriate familiarity, or non-lesson-related communication.

- All communication must be transparent and documented where appropriate.

14. Privacy & Data Protection

Jeffries Academy of Music (JAM) collects and stores personal information for the purposes of providing music tuition, managing enrolments, issuing invoices, and maintaining accurate student records.

JAM uses My Music Staff (MMS) and Stripe as secure third-party platforms for scheduling, billing, and payment processing.

- All payment information is encrypted and managed securely by Stripe. JAM does not store full credit card details at any time.
- Access to student information is restricted to authorised JAM administrative personnel and, where relevant, tutors on a need-to-know basis.
- JAM complies with the Australian Privacy Principles (APPs) regarding the collection, storage, and use of personal information.
- Parents may request access to, or correction of, their personal information at any time by contacting info@jam.nsw.edu.au.
- JAM does not share personal or contact information with external parties unless legally required (e.g., child protection or law-enforcement obligations).

By enrolling with JAM, parents acknowledge and consent to the secure use of MMS and Stripe for administrative and billing purposes.

15. Policy Updates & Disputes

- JAM reserves the right to update policies at any time.
- Any disputes regarding fees, credits, or attendance will be handled by the JAM Director in accordance with these Terms & Conditions.
- The most current version of this document is always available upon request.