

2023 JAM Terms and Conditions | Cancellation Policy

Private Tuition - \$49.50 inc GST per 30-minute lesson

- These are private one-to-one lessons.
- JAM requires 24 hours notice if a student is unable to attend a lesson. Absences MUST be advised via either the JAM Portal or via email: info@jam.nsw.edu.au
- When 24 hrs notice is provided, JAM will provide 1 (one) makeup lesson per JAM school term, which must be scheduled and taken during the same school term.
- Make-up lessons may be delivered in person or on-line. Please email info@jam.nsw.edu.au to arrange a suitable time.
- Makeup lessons will not be carried forward to the next term.
- In the event of further student absence, your JAM tutor will provide a short instructional video with some notes for practice, for your lesson the following week. These absences remain billable.
- If JAM or your tutor cancels a lesson and no substitute tutor can be arranged, your JAM tutor will attempt to offer an alternate time to deliver this lesson. If no time can be agreed upon within the term, your JAM account will be fully credited and will be applied to your invoice for the following term.
- JAM tutors may also deliver lessons on-line, if they are not able to deliver them in person in the studio.
- JAM does not offer refunds for change of mind.
- JAM lessons are not transferable.

Semi-Private Tuition - \$37.50 inc GST per 30-minute lesson

- A total of 2 students learning the same instrument is required to run a semi-private lesson.
- JAM requires 24 hours notice if a student is unable to attend a lesson. Absences MUST be advised via either the JAM Portal or via email: info@jam.nsw.edu.au
- We are unable to provide refunds or a make-up lesson if you are unable to attend a scheduled semi-private lesson.
- If your JAM tutor is unable to deliver a semi-private lesson, a substitute tutor will deliver the lesson.
- If JAM or your tutor cancels a lesson and no substitute tutor can be arranged, your JAM account will be fully credited for that lesson and applied to your invoice for the following term.
- JAM does not offer refunds for change of mind.
- Lessons are not transferable.

Group Tuition - \$27.50 inc GST per 30-minute lesson

- A minimum of 3 and up to 4 students learning the same instrument is required to run a group lesson otherwise the lesson will not proceed.
- JAM requires 24 hours notice if a student is unable to attend a lesson. Absences MUST be advised via either the JAM Portal or via email: info@jam.nsw.edu.au.
- We are unable to provide refunds or a make-up lesson if you are unable to attend a scheduled group lesson.
- If your JAM tutor is unable to deliver a group lesson, a substitute tutor will deliver the lesson.
- If JAM or your tutor cancels a lesson and no substitute tutor can be arranged, your JAM account will be fully credited for that lesson and applied to your invoice for the following term or refunded at your request at the end of the term.
- JAM does not offer refunds for change of mind.
- Lessons are not transferable.

Casual Private Tuition - \$55 inc GST per 30-minute private lesson

- Full payment is required upon booking a casual lesson.
- JAM requires 24 hours notice via info@jam.nsw.edu.au if you are unable to attend a booked casual lesson. The lesson will then be rescheduled to the next available time.
- If JAM cancels a lesson, we will notify you and reschedule your lesson to the next available time.
- We do not offer refunds for change of mind.
- Lessons are not transferable.

Enrolment Deposit, Registration Fee, and Enrolment Cancellation

- Enrolments for weekly, term-based tuition, are only secured once a \$125 fully refundable enrolment deposit is paid.
- Full payment of student tuition fees is required before the student's first lesson each term.
- A one-off \$22.00 registration fee (non-refundable), applies to each new enrolment for private, semi-private, group, and casual tuition.
- Registration enables access to the JAM Portal and includes studio information emails.
- To cancel the enrolment for the following term, simply inform JAM by giving 14 days' notice in writing before the end of the current JAM school term, email: info@jam.nsw.edu.au. Upon receipt of 14 days' notice in writing before the end of the JAM school term, JAM will authorise the \$125 enrolment deposit refund within 7 working days.

Payment of Tuition Fees

- If you are unable to pay full term fees upon booking private, semi-private or group tuition, please contact JAM via info@jam.nsw.edu.au or phone 8054 8700 to discuss payment options.

JAM accepts the following payment methods:

- **Direct Deposit (preferred) - JEFFRIES ACADEMY OF MUSIC**
Commonwealth Bank of Australia
BSB: 062 170 | ACC: 1019 4432
Reference: Please include the Invoice Number or Student Name
- Credit Card via our online portal or via phone will attract an online convenience fee of 1.75%.
- Cash: please contact JAM via email: info@jam.nsw.edu.au to arrange a time to pay.

Jeffries Academy of Music Pty LTD.

T: + 61 2 8054-8700

E: info@jam.nsw.edu.au

W: www.jam.nsw.edu.au

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