

## Terms and Conditions | Cancellation Policy

### **Term-based private tuition - starting at \$49.50 inc GST per 30-minute private lesson**

- Enrolments for weekly, term-based tuition are only secured once a \$100 fully refundable enrolment deposit is paid.
- Full payment of student tuition fees is required before the student's first lesson each term.
- JAM requires 24 hours notice if a student is unable to attend a lesson. Please advise student absences through the MyMusicStaff Portal or via email: [info@jam.nsw.edu.au](mailto:info@jam.nsw.edu.au)
- JAM is unable to provide refunds or a make-up lesson if you are unable to attend a scheduled weekly private lesson.
- In the event of student absence, your JAM tutor will provide a short instructional video with some lesson notes and information on practice, for your lesson the following week.
- If a tutor is absent for a lesson, a make-up lesson will be organised with the regular tutor or a tutor of similar skills and experience during the term.
- 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. This credit can then be 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.

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

- A minimum of 2 students learning the same instrument is required to run a semi-private lesson.
- We are unable to provide refunds or a make-up lesson if you are unable to attend a scheduled semi-private lesson.
- If a 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. This credit can then be applied to your invoice for the following term or refunded at your request at the end of the term.
- We do 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 students learning the same instrument is required to run a group lesson otherwise the lesson will not proceed.
- We are unable to provide refunds or a make-up lesson if you are unable to attend a scheduled group lesson.
- If a 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. This credit can then be applied to your invoice for the following term or refunded at your request at the end of the term.
- We do 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 if you are unable to attend a booked casual lesson. The lesson will then be rescheduled at a convenient time.
- If JAM has to cancel a lesson we will notify you and reschedule your lesson at a convenient time.
- We do not offer refunds for change of mind | Lessons are not transferable.

### **Enrolment Deposit, Registration Fee, and Enrolment Cancellation**

- A one-off \$19.80 registration fee applies to each new enrolment for private, semi-private, group, and casual tuition.
- Registration enables access to MyMusicStaff and includes studio information emails.
- Every student enrolled in a weekly lesson(s) is required to pay a one-off, \$100 enrolment deposit per term booking. This fully refundable deposit will secure your ongoing lessons each term.
- 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](mailto:info@jam.nsw.edu.au). Upon receipt of 14 days' notice in writing from the end of the JAM school term, JAM will authorise the \$100 enrolment deposit refund within 5 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](mailto:info@jam.nsw.edu.au) or phone 8054 8700 to discuss payment options.

JAM accept 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 will attract an online convenience fee of 1.75%
- **Eftpos, Visa, Mastercard, or Amex** will attract a surcharge of 2.2% over the phone.
- **Cash** please contact JAM director Nic Jeffries via email: [info@jam.nsw.edu.au](mailto: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](mailto:info@jam.nsw.edu.au)

**W:** [www.jam.nsw.edu.au](http://www.jam.nsw.edu.au)