

TERMS AND CONDITIONS | CANCELLATION POLICY

Term-based private tuition

- Enrolments for weekly, term-based tuition are only secured once a \$50 non-refundable deposit is paid.
- Full payment of student tuition fees is required prior to 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 or via email: info@jam.nsw.edu.au.
- 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.
- If less than 24 hours notice is given then no make up lesson or credit will apply.
- A make-up lesson MUST be taken during the term and will not be carried over to the next term. If a lesson is missed by the student it is the student's responsibility to contact JAM to arrange a suitable make-up lesson time.
- 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 a tutor cannot be engaged to deliver the make up lesson, your account will be credited.
- Students paying for a full term of 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
- Sibling discount: 10%
- We do not offer refunds for change of mind.

Applicable Term-based Rates:

- \$44 inc. GST per 30 minute private lesson - senior tutor
- \$40 inc. GST per 30 minute private lesson - junior tutor

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 reschedule your lesson at a convenient time.
- If a tutor is absent we will notify you and reschedule your lesson at a convenient time.
- We do not offer refunds for change of mind.

Applicable casual lesson rate: \$55 inc GST per 30 minute lesson

Semi-Private and Group Tuition

- A minimum of 3 students is required to run a group lesson otherwise the lesson will not proceed.
- A minimum of 2 students is required to run a semi-private 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 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: \$25 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.
- Registration enables access to MyMusicStaff and includes Studio information emails.

Payment of Tuition Fees

If you are unable to pay full term fees upon booking private, semi-private or group tuition please contact via email or phone 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 (1.5% surcharge applies)