

P O L I C I E S

CANCELLATIONS

- Please don't forget to contact us as soon as possible on 4929 3060 if you cannot make your lesson or need to change your time. Our cancellation policy requires you give us 24 hours notice if you cannot attend any lessons. If you inform us outside of the 24 hours we will happily makeup a maximum of 2 lessons either during the term or in the next school holiday period.
- Any 'no-shows' or cancelled lessons within the 24 hour window unfortunately cannot be made-up. We are people however and understand unexpected circumstances arise so please talk to us if you have any concerns!

MAKE UP LESSONS

- Any cancelled lessons that need to be re-booked will be booked during the school term where the schedule permits, however this may not always be possible. Most make up lessons will be booked in for the school holidays.
- A make up calendar will be emailed out in the second half of each term, it is the Student's/Parent's responsibility to book a make up lesson, or advise administration if you are unavailable for these make up lessons.
- In the event a teacher cancels a lesson and there are no times that the student is available to do a make up lesson with their teacher, a credit for this lesson can be created for the following term. Credits will only be issued where the teacher has cancelled the lesson, and where every reasonable attempt has been made by the student to organize a make up lesson.
- Make up lessons from one term cannot be carried over into the next term.
- A total of 2 make-up lessons can be taken a term, excluding teacher cancellations. Any make-ups further than this will be forfeited by the student.

PAYMENT

- If you have booked for ongoing lessons, payment for the term's tuition needs to be paid before the first lesson.
- A \$40 Registration fee is payable upon booking in for ongoing lessons, this fee must be paid before the lessons can be booked into the calendar. The registration fee is then also charged to ongoing students on an annual basis, at the start of each school year.
- If you have booked for a casual lesson, payment must be made UPON BOOKING.
- Payment can be made by credit card over the phone or in person (please note we do not accept American Express), cash, or direct deposit.
- Ezy pay payment plans are also available, please contact our Senior Administration (9am-5pm) prior to the first lesson of the term if you wish to set up an Ezy pay plan. Ezy pay is a third party provider, and as such additional fees and charges apply. Ezy pay Payment Plans allow payments to be broken up into instalments. Please note we cannot accept partial payments any other way.
- If we have not received payment for your lessons by the third week of term, a late payment fee of \$30 will be applied and the lessons will be put on hold until payment is received.



P O L I C I E S

CREATIVE KIDS

- National Music Academy is proud to be a registered Creative Kids Provider. Creative Kids Vouchers are available through Service NSW and can be redeemed once per year for school age children
- Creative Kids Vouchers must be emailed to admin@nationalmusicacademy.com.au along with the Student's full name and date of birth to be redeemed.
- Creative Kids Vouchers are a form of term payment and as such, must be received prior to the first lesson of term. If a creative Kids Voucher is still outstanding by week 3 of term, standard late fee and lesson on hold policies apply.
- Creative Kids Vouchers must be used for the first \$100 of the invoice – this means that they must be received before or with the payment for the rest of the term's invoice.
- Creative Kids Vouchers are strictly non-refundable.

REFUNDS

- We have a no refund policy for term tuition once the term has commenced. Payment for the term is due upfront in full, and if a student for any reason cannot attend the lessons for the rest of the term once lessons have commenced, we cannot refund the remaining lessons, as to secure the discounted ongoing lesson rate students must book the lesson time for the full term.
- Credits can be issued if you are unable to attend lessons due to long term injury or sickness, please see our hardship policy below.
- Please note that Invoices are created from the start of the NSW School term, as listed on the NSW Department of Education website (education.nsw.gov.au). Your child's school may start on a different day to these dates, so please note our normal cancellation policy applies if you are away on holidays for the first or last lesson of term.
- Ongoing lesson rates can only be secured by booking and paying for the entire term in advance. Under no circumstances will lessons be removed from an invoice. Cancelled lessons are subject to our cancellation policy and must be paid for then made up.
- Casual lessons are to be rescheduled during the term and no refund is available for these lessons.

IN-SCHOOL TUITION

- Parents should notify their child's classroom teacher of any music lessons, and the student will be responsible for catching up on any missed class work.
- If your child needs to be collected and dropped off at their classroom, please notify the Academy of your child's class so that we can pass this on to their music tutor.



P O L I C I E S

- Please note the schools' administrations do not always notify NMA of school excursions or events. If your child will not be able to attend their lesson due to a school excursion or event, our normal cancellation policy applies.
- Make-up lessons for students who have in school tuition will be booked for our Newcastle Campus during the school holidays.

TEACHER CANCELLATIONS

- If your lesson is cancelled due to teacher sickness or unavailability, we will notify you as soon as possible and attempt to reschedule the lesson where possible.
- Where available, an appropriate substitute teacher will be organised. In this case we will notify you of the substitute teacher as early as possible.

HARDSHIP

- We understand that sometimes unforeseen circumstances arise during the term, and we will be as flexible as possible in working with you to arrange a way for lessons to continue that works for everyone.
- If a student or family member develops a long-term illness, a serious injury, or experiences a life-altering tragedy which restricts their ability to attend future lessons, please notify us as soon as possible, and we can credit any remaining lessons for a time when you are able to return.
- If unforeseen circumstances impact your ability to complete payment of your term fees, please contact our administration team and we will work with you to arrange a payment plan for the remaining fees. Please be aware that lessons cannot be attended unless paid for, so payment plans need to be at least one lesson ahead at all times.

SICKNESS

- Please do not attend your lesson if you are sick as it puts all our staff at risk of sickness. Most of our staff have weekly gigs which are a part of their income, so their voice is an asset for their living expenses. Where a student is sick, the teacher may at their discretion advise the student to go home.

DEBT COLLECTION

- In the event where your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs. This will generally happen if no payment arrangement can be made with the National Music Academy directly. National Music Academy will make every measure to ensure that contact and notice are provided and this is a last measure solution.

