

**Enrolment Information - Please read carefully and ensure you understand our terms and conditions**

- **Enrolment for music tuition lessons will be for a full 10 weeks each term.**  
(In some circumstances and when notice is given in writing before the term commences this may be adjusted).
- **Each term invoice will consist of 10 lessons with your nominated tutor at their nominated rate.**
- **Each term invoice will have 10 “Service Fees” accordingly** (“General SF” for most students and a “Piano” SF for piano students using our pianos to cover tuning and maintenance costs.
- **All “Service Fees” are non-refundable** unless your tutor is away, and we do not offer an alternate tutor.
- **Term commencement date will always align with the Public-School Term** – note that the first Monday may be a pupil free day for some schools but for us it is a normal teaching day and your lessons will be as usual.
- **Attendance to lessons on public holiday dates are “optional” for tutors and students**, if your regular lesson falls on a public holiday you may need to either attend the lesson on that day if the tutors and you both agree **or arrange a make-up lesson** for this missed public holiday date before the end of term or during the coming holidays.

**Missed Lessons**

- **Notice of your inability to attend any lesson must be given 24 hours prior to the scheduled lesson.**
- Failure to give this adequate notice will mean that no makeup lesson can be expected.
- **A maximum of 4 missed lessons will be made up over a period of one calendar year** at the discretion of the tutor, provided the 24 hours’ notice has been given. Tutors are not expected to make up additional lessons. Please note that it is simple not possible to run a teaching program if these conditions are not met.
- **Please phone your tutor directly** if you are unable to attend a lesson or as a *last resort* leave a message or email for the office. NOTE: Be sure that you have your tutors contact details, mobile phone, email etc.
- **If you are planning a vacation during term time we can adjust your invoice if reasonable notice is given to the office prior to the term that includes your away dates (i.e. week 9 or 10 of the previous term before we establish your new invoice)**
- **Accounts will be emailed to you over the school holidays or at the latest by the first week of each term** or for new students within a week of your first lesson. If you have not received an invoice routinely by the start of term, please contact the office immediately and request one to be emailed.
- **Tuition invoices are payable by the Sunday of 3rd week of term or by your third lesson...**unless prior arrangements have been made for a late payment with the office.

**Our payment expectations - We do hold an expectation that you pay promptly and on time.**

- Failure to pay your account on time or by the due date (end of the 3<sup>rd</sup> week) will attract an **automatic late fee** of \$25.00
  - **NOTE: THIS FEE IS PAYABLE WITH YOUR FEES and once applied will not be removed.**
- A “**7 day reminder**” invoice including the late payment fee may follow in the 4th week, time permitting.
- **Important:** Please note that if your invoice remain outstanding in the 5<sup>th</sup> week (following the 7 day reminder at the 4<sup>th</sup> week) your music lessons will be **automatically suspended** until a paid bank receipt is received at the office.
- Parents need to be aware that we are unable to make payments to your tutors if you fail to pay us on time, please be considerate and ensure your payment is processed by week 3.
- No notice will be given for suspended lessons in the 5<sup>th</sup> week **unless you have made alternate arrangements with the Director prior to week 3.**

If you need to make a “**part payment with notice to the office**” late fees will not apply.

- Your *part payment with notice* must consist of a payment of at least 4 lessons and the residual amount must be paid in full by Friday of the 4<sup>th</sup> week. Late fees will apply to any overdue part payments.
- Minimum of 4 week notice of termination of lessons is required to be given to all tutors - Service fees and annual membership fee are non-refundable.
- Payment can also be made by B Pay (see your invoice) or by our preferred method of “direct deposit” to our account with **your name as reference: BSB 112 879 Account No 097890029**

**All students must be accompanied by an adult into the allocated studio space unless notice is received to the General Manager in writing in advance of any alternate drop off arrangements.**

Students attending LCMCC lessons and activities cannot simple be dropped off in the waiting area unaccompanied to wait for lessons. Children being escorted by LCOOS after school service will need to be dropped directly to the tutor and into the allocated studio space by LCOOS staff where they can sit under supervision and wait till their lesson time begins.

Parents must note that LCMCC office staff do not hold a duty of care for unaccompanied children and that the office is frequently unattended. Please do not leave your child unattended even for short periods of time and escort all children to the bathroom where possible.

**Replacement Tutors**

From time to time a tutor may be absent due to unforeseen circumstances. Tutors are required to call and notify you if they are running late or not attending on the day or they must provide a replacement tutor to ensure continuity of your lessons. If the tutor is going to be absent longer than one week the office will usually call you to discuss any new arrangements with the replacement tutor. Please note that the fee of a replacement tutor may vary slightly from your nominated tutor and your account may need to be adjusted.

**Annual Membership with LCMCC**

There are 4 different types of membership available, each for a 1-year duration (February – February):

- **\$40.00 per year: Enrolled Family Membership;** for any person/family enrolled in weekly music lessons
- **\$5.00 per year: Non Enrolled Family Membership** for persons NOT enrolled in the Music Program
- **\$40.00 Organizational Membership:** for Not for profit organizations
- **\$50.00 Organizational Membership :** for any ABN holding registered business

As a Member of LCMCC you will have the opportunity to become involved in the management and running of the Association, you may be nominated to the executive committee, hold an executive position or participate as an "ordinary" committee member, you can attend in the Annual General Meeting to receive annual reports and hear about future plans etc. Or you may simple choose through your membership payment to support the Lane Cove Music and Cultural Association Inc in its mission to provide affordable & local music tuition to the local community.

**IN BRIEF**

1. Accounts and term enrolments will be for 10 lessons per term and 10 service fees per term.  
**PLEASE NOTE: Only one make up lesson will be provided per term** (or 4 in any year) if you have given 24 hours notice.
2. 4 weeks notice of termination is required - Service fees are not refundable
3. Call your tutor direct if giving notice of an absence or termination.
4. No notice given - will mean no makeup lesson can be expected.
5. **All music fees/accounts are due and payable by the 3<sup>rd</sup> week of term.**
6. Failure to pay your account on time will mean that late fee will automatically apply to the account in the 4<sup>th</sup> week.
7. Failure to pay the overdue account by the end of the 4<sup>th</sup> week will result in your lessons being suspended and your lesson time reallocated to students on the wait list for a place.
8. You will be notified by you tutor if they are to be absent /or replaced by another tutor.
9. **Accounts must NOT be adjusted by parents** without discussing any changes with the office first as this will create more accounts work and cause confusion to everyone.
10. Subsequent term enrolment will be subject to your accounts being paid /settled in full by the close of 3rd week of each term.
11. Unless we are notified by parents, students or tutor, **re-enrolment** will be automatic each term at the time and day of your usual lesson.
12. If you are **planning a long vacation** in term time, please advise the office well **in advance** otherwise the above conditions will apply to all missed lessons.

Please do not hesitate to call the office if you are unclear about our terms and conditions of enrolment.

**NOTE: The office may be unattended from time to time, so it may be necessary to leave a voicemail on 02 9427 8027.**

**Alternatively, send an email to the General Manager: Cardinia Steanes.**

**Thankyou. President / Director LCMCC: Robyn Mah**

**Lane Cove Music and Cultural Centre**

1 Pottery Lane (Lower Ground Floor) Lane Cove, Sydney, NSW

Phone: 02 9427 8027 Email: [busybusystopstop@gmail.com](mailto:busybusystopstop@gmail.com)