

### **2023 Enrolment Information - Please read carefully and ensure you Understand our terms and conditions**

- **Enrolment in LCMCC includes a “one off” non refundable initial fee of \$25. Enrolment is for a full term (or remaining weeks of the term you commence.** *(In some circumstances and when notice is given in writing before the term commences, the lesson count invoiced may be adjusted ie advance notice of away dates for family holiday.*
- **Each term invoice will have 10 “Service Fees” accordingly** (“General SF” or “Piano” SF). Service fees are non refundable and essential to meet our day to day operating costs of rent, electricity, insurance, cleaning, phones and internet etc. Piano SF is slightly higher due to additional cost for tuning and maintaining pianos for piano students.
- **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**

- **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.
- **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 1 missed lessons will be made up per term per student** **NOTE:** *at the discretion of the tutor's availability*, provided the 24 hours' notice has been given. Please note that it is simple not possible to run a teaching program if these conditions are not met. Tutors will not be expected to make more than one make up offer per term.
- **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. Office number is 9427 8027
- **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. 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. Please call the office in advance to discuss any payment difficulties or delays to prevent misunderstandings.

**NOTE: LATE PAYMENT 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 remains outstanding in the 5<sup>th</sup> week (following the 7 day reminder 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 and received in our office 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. Appointments can be made with the Director by calling the office 94278027**

**NOTE:** 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 BPay (see your invoice) or by our preferred method of “direct deposit” to our Westpac account ,details are on your invoice.**We do hold an expectation that you pay promptly and on time so that we do not delay payment to your tutor.**

**OUR SECURITY CONCERNS:** 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 simply 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** As a Member of LCMCA you will have the opportunity and are encouraged 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 simply 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.

There are 4 different types of annual membership available (February – February) each year.

- **\$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

**IN BRIEF! By proceeding and attending your first lesson (commencement of lessons) and by accepting of a lesson booking time with the office and with a nominated tutor you are confirming agreement with these Terms and Conditions. For your convenience the main points of enrolment and our terms are repeated below.**

- TERM Accounts and term enrolments will be for 10 lessons per term and 10 service fees per term.
- Only one make up lesson will be provided per term if you have given 24 hours notice.
- Once you have attended your first lesson - 4 week's notice in writing (by email) to your tutor or the office of termination is required.
- Remember to call your tutor **direct** if giving notice of a lesson absence or termination. You will be notified by you tutor if they are to be absent /or by the office if replaced by another tutor.
- No notice given - will mean no makeup lesson can be expected.
- **All music fees / accounts are due and payable by the 3<sup>rd</sup> week of term. Automatic late fees \$25 will apply**
- 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.
- **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. (Note: adjustments for Creative Children's Vouchers may need to be made on some invoices, so please contact the office before paying if this is the case )
- Subsequent term enrolment will be subject to your accounts being paid /settled in full by the close of 3<sup>rd</sup> week of each term.
- 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.
- 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. The office may be unattended from time to time, so it may be necessary to leave a voicemail on 02 9427 8027. MOBILE : 0411922219 Alternatively, send an email to [busybusystopstop@gmail.com](mailto:busybusystopstop@gmail.com) Attention: Admin Manager: Mathilda Wong. Thank you.

**President LCMCA / Director LCMCC: Robyn Mah**  
**(T & C updated February 2022)**

**Lane Cove Music and Cultural Centre** 1 Pottery Lane (Lower Ground Floor) Lane Cove, Sydney, NSW  
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