

ACTAM Terms and Conditions

It is the mission of ACTAM to provide music tuition of the highest quality and to maintain the highest professional standards in the running of the academy and in our dealings with both parents and students. Your agreement to abide by the terms and conditions will help to ensure a mutually beneficial association.

- **ACTAM TEACHERS**

All ACTAM teachers hold a valid Working With Vulnerable People card and a current public liability insurance policy.

- **TERM DATES AND HOLIDAYS**

Term dates are listed on the ACTAM website home page. Where possible, lessons are still held on any public holidays. Schools lessons can be held at ACTAM studios on the public holiday, or made-up on another day.

- **ENROLMENT AND COMMITMENT FOR TUITION**

All enrolments must be submitted online via our website enrolment form. Commitment for tuition is generally for a minimum of one full term, however casual tuition is also available (at ACTAM Studios only) – please contact the ADMIN office to enquire about this option. Once a student is enrolled, they are considered enrolled until a cancellation is received in writing by email (to admin@actam.com.au). If no notice is received, students are automatically enrolled from one term to the next.

- **CANCELLATION OF ENROLMENT**

Cancellation of lessons can only take effect at the end of a term. There is no refund if lessons are discontinued during a term. Cancellations are only accepted in writing by email, and we request they be received at least two weeks before the first day of a new term.

- **PAYMENT OF FEES**

Tuition fees are invoiced by email and must be paid in advance of commencing lessons. Fees are payable in full and are non-refundable. If payment is not received by the due date, a late fee of \$10 will be applied one day after the payment was due. If payment is still not made within 7 days after the due date, your lesson time will be forfeited. In the event of a default on payment/s, action will be taken to recover the debt, and any associated costs will be passed on to the student/parent.

- **MISSED LESSONS, ILLNESS, CANCELLATION AND MAKEUPS**

If a student cannot attend a lesson, please provide as much notice as possible, but at least 24hrs notice is required to qualify for a makeup lesson. Notice must be given using the online Student Portal only. It is the student's responsibility to arrange makeups and they must be used within the same calendar year. A maximum of 3 makeups can be held over for the student at any one time. No refunds will be given for student absences, regardless of the amount of notice given. Special circumstances will be considered by the Director.

In the event of a teacher being unavailable to attend lessons, ACTAM will endeavour to provide a suitable substitute, and this may happen without notice. If no substitute can be found, the student will then be eligible for a credit.

Please do not attend lessons when experiencing cold or flu symptoms. In situations where the student feels well enough to engage in their lesson, students and teachers are encouraged to consider the online format. ACTAM teachers are equipped and prepared for online teaching as needed, although online lessons are not encouraged ongoingly.

- **PHOTOGRAPHY AND RECORDING**

The student and their parent/guardian authorize ACTAM to use images or recordings of the students in photo, film and/or audio recording for promotional use. ACTAM will not identify the student by name in any such promotional use, unless permission has been granted in writing by the student (or parent if the student is under 18 years of age).

- **CHILD SUPERVISION AND STUDENT CONDUCT**

Parents are welcome to attend lessons. Students up to the age of 8 often benefit from a parent being present but this is not compulsory. ACTAM takes no responsibility for the supervision of students before and after their lessons. Quality music tuition often involves a fun approach to learning, however, students are required to conduct themselves in a sensible manner with due regard for the teacher, other students and ACTAM property. Where required, teachers may set boundaries with student behaviour; however, if this proves ineffective, it is the parent's responsibility to take control of the student and remove them from the lesson if necessary.

The parent shall be responsible for the welfare and conduct of the student at all times while attending lessons and students/parents who are unable to rectify unacceptable behaviour will be excluded from lessons. The standard of behaviour that is to be regarded as unacceptable, in lessons or on the premises, shall be determined by ACTAM.

- **STUDENT FEEDBACK**

ACTAM is proud of the quality of the service provided. We encourage students and parents to talk with the teacher regularly to cover any concerns and discuss progress and opportunities. However, if you do have a concern that you are unable to resolve with the teacher, please contact ACTAM Administration by phone or email. If your issue is still not resolved, please put it in writing and email to the Director: admin@actam.com.au

- **ACCEPTANCE OF THE TERMS AND CONDITIONS**

All agreements relating to the teaching of students by ACTAM teachers are subject to these terms and conditions to the exclusion of all other terms and conditions. No variations or additions to the terms shall be binding unless agreed in writing by ACTAM's Director and the student/parent.

The terms shall be deemed accepted and agreed to on submission of the enrolment form or on receipt of the first payment, whichever occurs first.