



## **Oxygen Music Lessons – Terms and Conditions – Primary School**

1. Music lessons are based on the Victorian State Government school terms.
2. Lessons are one to one and are held in a designated room at the school.
3. Students must have their own instrument to practise on at home.
4. Guitar students will need to bring their guitar along to the lessons.
5. If your child forgets their books or instrument, the teacher will endeavour to still give them a lesson for continuity.
6. We do not operate on public holidays; therefore, we do not charge for lessons that fall on those days.
7. If a lesson is missed, the student will automatically be issued a make-up lesson. Teachers will try to make up missed lessons before the end of term. If they are unable to do so, these lessons will be credited to the following term's account should the student continue enrolment.
8. Once enrolled, you will receive an email with a link to register your direct debit payment details.
9. For new enrolments, once you have registered with direct debit, we will deduct the payment for your fees from your nominated account for the term. All books, examinations and performances are at an extra cost.
10. Re-enrolment is automatic. You remain enrolled each term unless you notify us of any changes.
11. If you do not wish to re-enrol for the following term, Oxygen Music Lessons reception requires 3 weeks notice prior to new term commencing to avoid term fees being deducted.
12. Your account will be charged on the first Monday of each term. If the Monday is a public holiday, fees will be deducted on Tuesday.
13. You will be sent a copy of your invoice with the amount owing two weeks prior to payment being processed.
14. There is a \$4.40 failed payment fee that you will incur if your payment is not made successfully. This will be added to your next payment by our provider.
15. Oxygen Music Lessons reserves the right to suspend or cancel enrolments on the basis of unsuccessful or unpaid accounts.
16. If a customer wishes to cancel a paid enrolment, a 3 lesson penalty will apply. Any make up lessons owed at this time will be forfeited. Any lessons remaining after the 3 week penalty may be refunded.
17. Oxygen Music Lessons reserves the right to terminate an enrolment in the event of abuse, harassment, or harm, verbally or otherwise, towards any staff member, teacher or patron, via any means of communication.