



Terms and Conditions – TRIBE

General information

1. Music lessons are based on the Victorian State Government school terms.
2. Lessons are booked for the entire school term.
3. Oxygen Music Lessons is closed on public holidays. There is no charge for lessons that fall on those days. Please refer to our website for more information at oxygenmusiclessons.com.au.
4. Re-enrolment is automatic unless we are notified of cancellation.
5. Due to evolving band dynamics, time and day changes are sometimes necessary. We will always communicate if this occurs.
6. Should you opt to not re-enroll for the subsequent term, you must provide Oxygen Music Lessons with a minimum of 3 weeks' notice prior to the commencement of the new term.
7. Please be mindful of the scheduled start time of your Tribe session for the consideration of fellow band members.
8. Efforts are made to accommodate changes in students' schedules and preferences regarding teachers. However, be mindful that available time slots are limited.
9. You are most welcome to use our waiting room and facilities but please be mindful that there are lessons in progress and that excessive noise can disturb teachers and students.

Payment information



10. Lesson fees are automatically deducted via **direct debit**.
11. Payment for the **entire term** is debited on the **first Monday or first business day** of terms 2,3 and 4. However, **payments for Term 1 will be automatically deducted on the 3rd Tuesday of January for the upcoming year.**
12. If no notification or no payment is received by the 1st Monday of terms 2,3 and 4, students' times will not be secured.
14. If no notification or no payment is received by January 21st of Term 1, students' times will not be secured.
15. Please be aware that your lesson time is **not confirmed** until a successful payment is made.
16. There is a \$4.40 failed payment fee that you will incur each time your payment is unsuccessful. If the fees are declined, the payment will be processed again in 48 hours. This \$4.40 fee will be added to your next payment by our provider.
17. While every effort is made to communicate with customers, Oxygen Music Lessons reserves the right to remove enrolled students where there have been at least two declined payment attempts by Oxygen Music Lessons, without any correspondence from the customer.
18. All books, examinations, concerts or other events outside of your usual lessons time may incur an additional cost.

Absenteeism

19. In the event of teacher absence, Oxygen Music Lessons will make every effort to cover the lesson with a substitute teacher. If this cannot be arranged, we will issue a credit to your next account.
- 19.1 In the event of two consecutive missed lessons without notice from the parent/guardian, you will be contacted by our office to ensure yours and your child's wellbeing and confirm your return to lessons.



Cancellation Policy

- 20.** Should you wish to terminate your lessons for an upcoming term, you must formally notify us by phone or email 3 weeks prior to the commencement of the new term, or by January 10 for Term 1.
- 21.** You will then receive confirmation of cancellation from our reception. In the unlikely event that you do not receive an acknowledgment regarding your cancellation, we highly recommend contacting our further assistance.

Commitment to Full Term Enrolment:

- 22. Enrolment Commitment:** Upon enrolling in the Tribe band program for a term, we request that students commit to attending and participating for the entire term.
- 23. No Refund Policy:** Once the commitment of enrolling for a term is undertaken, no refunds will be provided for students who choose to cancel or withdraw during the term. This policy is in place to maintain the continuity of the program and uphold the collaborative experience for all participants.
- 24.** 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.
- 25.** At Oxygen Music Lessons, we uphold a stringent policy of zero tolerance for the use, possession, or influence of alcohol or drugs. Our commitment is to ensure a safe and conducive learning environment for all our students. Any student, customer, or patron discovered violating this policy will be subject to disciplinary action, which may include the possibility of terminating lessons.



Duty of Care and Parental Responsibility

26. Whilst Oxygen Music Lessons is committed to providing a safe environment for its customers and students, it is the parents/guardians who are responsible for their children's safety entering and exiting our premises. By attending lessons at Oxygen Music Lessons, parents/guardians and students must acknowledge and accept the following responsibilities:
27. **Supervision and Safety:** Child safety is the responsibility of parents/guardians outside of the designated Tribe session hours. Please ensure your child is not left unattended before or after their scheduled lesson.
28. **Emergency Contact Information:** Parents or guardians must provide accurate and up-to-date emergency contact information to Oxygen Music Lessons. This includes phone numbers where they can be reached during the lesson in case of emergencies or changes to the pick-up arrangements.
29. These Terms and Conditions are reviewed and updated periodically. The latest version of this document is available on our website oxygenmusiclessons.com.au. We also include the latest version as an attachment when you receive your invoice via email.
30. By paying for tuition, it is assumed that the customer has understood and agreed to the Term and Conditions.



I have read and understood TRIBE's Terms & Conditions.

Customer Name _____

Signature: _____

Date: / /