



## Terms and Conditions

I, the undersigned, acknowledge and accept the following terms and conditions for enrolling in Jim Jam Music classes:

### 1. **Payment Structure:**

- Tuition fees are charged on a term-by-term basis.
- Upon enrolling you will be asked to update your payment details. If for any reason you need to update or amend these details, please login to the [Jim Jam Music Parent Portal](#) - Profile - Settings - Payment Cards.
- Payments will automatically be enrolled into a payment plan which will break up the **total fee** for the term into 3 payments.
- No charges apply for weeks when the studio is closed or if a public holiday falls on the scheduled class day.

### 2. **Payment Process for Month-by-Month:**

- Monthly payments are deducted from your nominated account on the 1st of each month. The monthly payments are 1/3 of the **total fee** for the term irrespective of the number of classes in that month.
- Ensure sufficient funds are available to avoid a \$5.00 non-payment admin fee for unsuccessful auto-payments. This fee will be added to your account. Please note that a separate fee will be added for each time a payment is unsuccessful.

### 3. **Inclusive Fees:**

- Fees cover weekly classes, class materials, access to Kindermusik digital materials (for Kindermusik program participants), park play dates, CD's, insurance, and GST.

### 4. **Unpaid Fees:**

- Non-payment of fees may result in the student's removal from our programs.

### 5. **Class Cancellation:**

- In the event of a teacher's illness leading to class cancellation, Jim Jam Music will either schedule a makeup class or provide a credit, at the discretion of management.
- Refunds may be considered under certain circumstances, subject to management discretion.

### 6. **Credit Expiry:**



- Unused credits expire on December 31st each calendar year.

## **Enrolment Policy:**

### **1. Regular Classes:**

- Enrollment in regular Jim Jam Music classes is for the full term, typically 10 weeks.
- For holiday programs, enrollment is specific to those sessions only.

### **2. Billing and Ongoing Enrollment:**

- Upon enrollment, immediate billing occurs for the term or remaining classes for mid-term joiners, based on the chosen payment structure.
- Enrollment is ongoing, automatically re-enrolling students in the same class for the next term.

### **3. Withdrawal Procedure:**

- To withdraw a student from classes, written notice must be provided before the last week of the current term.
- Failure to meet this deadline will result in fees being charged for the following term, with no refunds or credits offered.

### **4. Term Schedule:**

- Classes operate during NSW school terms only.

### **5. Makeup Classes:**

- Two makeup classes per term are offered in Kindermusik and afterschool programs, subject to availability.
- Eligibility for makeup classes requires prior notification of a child's absence.
- Makeup classes are non-transferable, expire at the end of the current term, and are specific to the enrolled child.
- To book your makeup call, please email [admin@jimjammusic.com.au](mailto:admin@jimjammusic.com.au) with your preferred makeup class date. Please note that enrolment into the makeup class is not confirmed until you received a confirmation email from Jim Jam Music.

### **6. Trial Classes:**

- We offer a 3-week paid trial package charged at the same price as 3 weeks of classes.
- Trial lessons must be used consecutively.
- No credits, refunds, or makeup classes will be offered for missed trial lessons.



- While enrolled on trial, you acknowledge the general policies listed herein.

#### **Marketing Policy & Permission:**

1.
  - From time to time, photos and video will be taken of the class that your child is enrolled in.
  - These photos may be used for promotional purposes by Jim Jam Music through printed material, social media, website, and other marketing materials.
  - Please advise our staff prior to enrolling if you need to discuss this aspect.