

Terms & Conditions

Enrolment fees

- An enrolment becomes valid and lessons can commence upon receipt of invoice and confirmation of enrolment issued by Murray Conservatorium Office.
- An enrolment remains valid from the commencement date as per the confirmation of enrolment, until notification of withdrawal. (See Student Withdrawal).
- Enrolment is based on the term dates as published by the Murray Conservatorium.
- In those cases, where a student is undecided/unsure about commencing study in a particular instrument, a 30 minute trial lesson, charged at the individual rate, can be arranged with an appropriate member of staff to discuss the student's needs and aspirations.
- Except when a teacher's services are engaged on a casual basis and the casual lesson fee is paid, lessons are arranged on the basis of continuous tuition.
- It is the responsibility of the account holder to notify the Murray Conservatorium Office of any changes to the student's enrolment details.
- Murray Conservatorium is not responsible for students outside of the students' lesson time.

Fees

- Murray Conservatorium reserves the right to review and implement changes to fees at any time.
- An invoice for fees will be raised at the beginning of each term for all enrolled students.
- **Fees are on a term basis and payable within 7 (seven) days of the date of invoice.**
- In the event of financial hardship, please contact the office to discuss payment plan options.
- Our Family Discount applies to multiple enrolments for individual lessons, where each subsequent enrolment will be discounted by 5%.
- All costs associated with the recovery of unpaid fees are deemed to be the responsibility of the debtor. Statements will be sent after 30 days. Outstanding accounts will incur late fees and may result in legal action being taken.
- Any student with outstanding fees from a previous term may be withdrawn at the discretion of the Murray Conservatorium. Students may only re-enrol if accounts are paid in full or an approved payment schedule implemented; in this case, it may not be possible to provide the student with the same lesson time, day or teacher.
- Murray Conservatorium reserves the right to charge an admin fee of \$15 for every incident of rescheduling after the commencement of the term. This fee may be waived at the discretion of the Murray Conservatorium.

Missed Lessons/Refund Policy

- Murray Conservatorium is not responsible for any lessons missed due to school activities i.e. exams, an excursion or camp which prevents a student attending the lesson.
- Murray Conservatorium is not responsible for any lessons missed due to schools rescheduling lessons.
- No credits or refunds are given if a student misses a lesson. Tutors are not obligated to offer make-up lessons. Appeals may be made in writing to the CEO at admin@murraycon.com.au
- If a tutor is unable to teach a lesson, every effort will be made to offer a credit or make-up lesson, although this lesson may be on a different day and/or time. If a make-up lesson is accepted and the student does not attend, no credit or refund will be provided.
- Murray Conservatorium reserves the right, when possible, to supply a substitute tutor if the original tutor is unavailable. In this instance, you will be notified via email.
- Approved credits for students will be applied to the students account at the end of each term, a request for refund of account credit amounts are to be made in writing with details of preferred method of payment.

Delivery of Lessons

- Lessons are provided at the location as per the enrolment confirmation.
- Murray Conservatoriums main campus is located at 502 Dean St, Albury.
- Murray Conservatorium can arrange for tuition to be held at various participating schools and off campus locations in the area.
- Students undertaking lessons at these schools/off campus locations are subject to the same regulations as those attending lessons at Murray Conservatorium, these include term dates and missed lesson regulations.
- In the event that the lesson cannot take place at the school/off campus location due to closure i.e Pupil free day or school holiday, lessons will be held at Murray Conservatorium at the original scheduled time, unless a variation has been arranged with the teacher prior to the event.
- Change of Teacher/Day/Time/Instrument/Venue can be arranged at any time in consultation with an Administrative Office and may incur an admin fee of \$15.

Class Tuition

- The composition of groups can be changed during the course of a term.
- Murray Conservatorium reserves the right to cancel any group or class with insufficient enrolment, or to place any group or class in a different fee category if student numbers alter at the completion of the term.

Student Withdrawal

- Two weeks' notification is required for any withdrawal. These lessons are to be paid for and can not be rescheduled or credited. Withdrawal is valid two weeks from the date of receipt at the Murray Conservatorium Office or in the event that advanced notice is being given (two weeks or greater) from date of last lesson.
- Notification of withdrawal must be given in writing to the Murray Conservatorium office.
- To ensure all students benefit fully from their lessons and to maintain the integrity of our program, we have a minimum attendance policy requiring students to attend at least 70% of their scheduled lessons. If this minimum attendance is not met, we may have to consider withdrawing the student from the program to allow space for other students who can commit to regular attendance.