



Young Regional
School of Music

*Young Regional School Of Music*¹

ENROLMENT TERMS AND CONDITIONS

The Enrolment Terms and Conditions need to be agreed to and “signed off” on the Student Enrolment Form prior to commencement of lessons.

Enrolment Period

- Students are enrolled on a per term basis²
- For a new enrolment not at the beginning of the term, the enrolment is from the actual week of enrolment to the end of the term.

Outstanding Accounts

- Any student who has an account outstanding from the previous term will automatically be taken off the roll for the following term.
- If/when reinstated (following payment of the outstanding account), there is no certainty of having the same lesson time or day.

Enrolment Cancellation by You

- Students are automatically entered on the roll for the following term. If the student is not continuing, it is your³ responsibility to notify the Admin Office at YRSM.
- If the Admin Office of YRSM is notified of a cancellation of enrolment before the end of Week 3, then you will only be charged for the lessons scheduled up to that time.
- If the Admin Office of YRSM is notified of a cancellation of enrolment after the end of Week 3, the full fee for the term must be paid.

Enrolment Cancellation by YRSM

- YRSM reserves the right to cancel a student enrolment.
- Cancellation of student enrolment may result from:
 - Outstanding accounts – see above
 - Non-attendance for three consecutive weeks at the commencement of the term (and no communication from

¹ Referred to in this policy as YRSM

² No allowance will be given to students absent at the start or end of a term (due to extended holidays, for example). A place on a tutor’s roll is for the whole term and your tuition fee for such unattended spots guarantees your place on the roll.

³ “Your responsibility” means the responsibility of the parent of a student (of school age) or yourself if you are an adult-aged student, either of whom is responsible for payment of tuition fees.

parent or adult student explaining the situation). In this case, you will still need to pay for the first three lessons of the term.

- Serious inappropriate student behaviour
- Consideration of non-serious attitude towards lessons as notified to the Director by a tutor

Refunds

- A request for refund of fees will be considered in exceptional circumstances only.
- Refunds will only be authorised by, and at the discretion of, the Director, after due consideration of the particular circumstances.
- No refunds are given if a student misses a lesson.
- Refunds may be applicable when accounts are reconciled at the time of a student not continuing with lessons.

Missed Lessons

- If a student misses a lesson, no refunds are given.
- There is no obligation for a tutor to provide a “make-up” lesson in this circumstance, although some tutors **may** be prepared to do this.
- Make-up lessons may be offered at short notice if another student is absent.
- If a tutor is unable to teach a lesson, every effort will be made to offer a 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 refund or credit will be given.
- Where a tutor is unable to teach a lesson and make-up lessons are not arranged, then a credit will be applied for the following term or a refund provided (in cases where the student is not continuing lessons).

Changes to Enrolment

- It is your responsibility to notice the Admin Office at YRSM if there are any changes to the student’s enrolment details, including discontinuing enrolment.

Failure to Notify of Discontinuing Enrolment

- If you fail to notify the Admin Office at YRSM of a discontinuing enrolment by the end of Week 3, then the full fee for the term must be paid.

When Payments are Due

- Fees are payable one term in advance.
- Invoices show:
 - full details of lessons, start dates, tutors, variations⁴ due to holidays etc, and tuition fees
 - which term the invoice related to
 - the BSB and Account Number for YRSM

⁴ Please keep your invoice handy as you may need to note, for example, that the tutor will be absent in Week 6 or that the start date for the term’s lessons is Week 2. Lessons missed through incorrect reading or loss of the invoice are not the responsibility of YRSM.

- payment options including Direct Deposit
 - that payments are due within 14 days of the invoice date.
- An instalment plan may be arranged upon request, provided that the term payments are paid in full by the end of Week 8 of the term.

Methods of Payment

- In person at YRSM (17 Campbell St, Young) or at M&Ms Music Studio, Young – using cheque, cash or cards
- Posting to YRSM (cheques) at PO Box 566, Young 2594
- Over the phone using Mastercard, VisaCard – phone 02 6382 5735
- Direct Deposit: BSB 062-630 (Commonwealth Bank, Young), Account Number 28012964. [When paying by direct deposit, please use as your reference: Student's First Initial/Surname/Invoice Number]
- Use of YRSM Gift Vouchers to fully or partly pay an invoice

Failure to Pay Invoices

- Around Week 5 of each term, reminder notices about unpaid invoices will be posted. This may be followed up with phone calls and/or a final letter.
- Should payments not be made after a reasonable time interval, a debt collection agency may be used to recover monies owing to YRSM.

How to Reach Us

- Phone: 02 6382 5735
- Fax: 02 6382 4840
- Email: yrsm@bigpond.com
- Post: PO Box 566, Young 2594
- Residential Address: 15-17 Campbell Street, Young 2594

DON'T's

- Don't just tell your tutor about changes to enrolment. You must notify the YRSM Admin Office.
- Don't give any money to tutors. All financial transactions must take place at the YRSM Admin Office.

Should any information in these Terms and Conditions require clarification or appear inconsistent, then concerns may be addressed to the Director.

This document will be available for download from the YRSM website:

www.yrsm.org.au

Hard copies are also available from the YRSM Admin Office upon request.