

ENROLMENT TERMS & CONDITIONS 2024



Please read carefully and file for future reference. Failure to read this document will not be accepted as a reason for failing to comply with the terms and conditions.

GENERAL

WollCon reserves the right to decline or cancel an enrolment in any of its programs, cancel classes or programs at any time due to insufficient enrolments and change the teacher for any tuition at any time as circumstances arise. Obviously, cancellation of classes by WollCon will result in fee credits to affected families or students.

WollCon is not responsible for students outside lesson times. Parents and/or guardians are advised not to leave students unattended before or after lessons and to make suitable arrangements for drop off and pick up of students.

Use of Wollongong Conservatorium of Music services implies agreement to these Terms and Conditions.

APPLICATION FOR ENROLMENT – NEW STUDENTS

Application must be made online at <https://wollcon.com.au/application-information/>. Applications are generally acknowledged within 5 working days of receipt, and places allocated based upon availability. Applicants who cannot be placed within two weeks will be placed on a waiting list and the applicant notified in writing.

ENROLMENT

Enrolment is an agreement to engage the services of a teacher at a particular time each week. The enrolment will be for 9 lessons, except where the enrolment begins after the first lesson of the term.

An enrolment becomes active once the lesson/class details are confirmed via email by WollCon.

Enrolment will be deemed to be ongoing unless notice of withdrawal is given. An invoice will be generated and payment of fees or an agreed payment arrangement must be made prior to each term.

FEES

Please note there is an annual charge for administration. A full list of fees is available at <https://wollcon.com.au/application-information/fees-explained/>.

Fees are payable prior to commencement of music lessons and classes and will be invoiced for the full nine-week term (enrolments after the commencement of the term will be invoiced pro-rata).

A payment plan can be offered that allows the invoice to be paid in staged instalments. In order to make use of this arrangement, a completed Direct Debit Request Form needs to be submitted and payments will be taken directly from the customer's bank account according to an agreed schedule. It is the customer's responsibility to ensure that sufficient funds are available in the nominated bank account on the scheduled day. Unpaid instalments may result in the exclusion of upcoming lessons.

Failure to pay your invoice or arrange a payment plan may result in the student being excluded from lessons.

Any unpaid fees requiring the use of a debt recovery agency will incur an additional surcharge of up to 15%.

Wollongong Conservatorium of Music Ltd.

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MISSED LESSONS

It is expected that students enrolled at WollCon will commit to attending the full term's lessons, and that the teacher will provide the full nine lessons within the ten weeks of the term.

Requests can be made to vary the scheduled lesson by giving written notice to the office of the particular lessons that will be missed, no later than a week before the start of term. This will be treated as a Special Consideration request and assessed on a case-by-case basis, but it cannot always be accommodated.

If a teacher is absent during Weeks 1-9 of the term, the student is entitled to a make-up lesson in Week 10. If the student cannot attend this rescheduled lesson, written notice is required by the Monday of Week 9 for the lesson to be cancelled and a fee credit to be raised instead. Alternatively, a separate, mutually agreeable time may be arranged between the teacher and family.

If the student does not attend a scheduled lesson, credit is not generally given.

In the case of exceptional circumstances, a request for credit must be made in writing to WollCon's Administration Office. If approved, a credit will then be applied to the family's account toward future tuition within the next 12 months. After the 12-month period, the credit amount will expire.

REFUNDS

Refunds will only be given in the event that WollCon discontinues a class.

WITHDRAWAL / DEFERRAL OF LESSONS

Notification of intention to withdraw or defer lessons must be made via email at least one week prior to the commencement of term. Only in this instance will the term's fees be cancelled. Where notices are received after this date the full term's fees are still payable. Failure to attend lessons with the intention of withdrawing or deferring does not constitute withdrawal or deferral and fees will remain payable.

Please note: Notification of intention to withdraw must be made via email to the Administration Office, not through your teacher.

If you have any queries regarding these terms and conditions, please call WollCon on 4228 1122 or email enquiries@wollcon.com.au.