



# **ENROLMENT AGREEMENT FORM**

*Please complete all information*

## **Section 1: STUDENT DETAILS**

Student Name _____	School/Studio _____
Postal address _____	Date of birth _____
_____ Postcode _____	Instrument _____
Preferred Email (for invoices & communications) _____	

## **Section 2: PARENT/GUARDIAN DETAILS (if student is under 18 years old)**

Father or Guardian's full name _____	Mother or Guardian's full name _____
Father or Guardian's home phone _____	Mother or Guardian's home phone _____
Father or Guardian's work phone _____	Mother or Guardian's work phone _____
Father or Guardian's mobile phone _____	Mother or Guardian's mobile phone _____

## **Section 3: PAYMENT AUTHORISATION – Automatic Payments**

This is an agreement between you and Wendy's Music for the automatic payment from your credit/debit card for the payment of your account. By signing this authorisation, you warrant that you are the card holder & authorise Wendy's Music to process payments from your nominated card, for the amount on your invoice, on the due date on your invoice. If you have not received your invoice 14 days prior to the end of term, please contact us and we will reissue a copy by email.

You must ensure that the card details you have provided are correct & that you have sufficient funds available on the invoice due date to allow payment. You can cancel this agreement at any time by providing written notice.

Please debit my      **MasterCard**       **Visa**       **American Express**

**Card Number**      \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ |      **Expiry date** \_\_\_\_ / \_\_\_\_

**Name on card**      \_\_\_\_\_

**Signature** \_\_\_\_\_      **Date** \_\_\_\_\_

**Please note – For Automatic Payments we will waive the Credit Card Surcharge and Administration Fee.**

# Lesson Policies

Current at March 2011

Our Lesson Policies have been developed with 2 parties in mind – our Students & our Teachers. They help Students to remain committed to their music education, and they help us to attract & retain high quality experienced teaching staff by providing stable work.

## Our Commitment To High Quality Education

We are committed to providing our Students with the highest quality music education. We provide our Teachers with support, training & materials to ensure that Students receive a well rounded program covering all aspects of music education in an engaging environment. If you are not satisfied with the quality or delivery of the lessons, we are very interested to hear from you. Please put your feedback in writing to us, and we will address your comments with our Teachers.

## Cancellations by Students

If the student does not show up for a lesson for any reason, there are no refunds, make-up lessons or credits. Failure to show up for a lesson creates a loss of income for the teacher who has set aside time for the student in good faith. We are unable to fill that time with another enrolment or alternative employment at short notice. In extreme cases of illness or accident, management may agree to consider an alternative arrangement.

## Cancellations by Teachers

If the teacher fails to show up for a lesson, either a replacement teacher will be sourced so the usual lesson can go ahead, or a make-up lesson will be scheduled during the same term. Scheduling can be difficult for teachers with busy timetables which can result in limited flexibility & options available for rescheduled classes.

## Cancellations by Schools

Sometimes scheduled lessons are interrupted by other activities arranged by the school. It is the parent's responsibility to be aware of such activities that may affect lesson times during the term (such as school camp, sports day, class excursions etc) and notify us of such activities before we issue the invoice. You will not be invoiced for lessons that fall on Public Holidays or when your child has conflicting school activities.

## Tardiness

Students arriving late for studio lessons will not have their time extended. This presents scheduling problems and adversely affects other students.

## Withdrawals

When students enrol they are reserving a place, which we hold into the following term. We also engage a teacher for the enrolment. If you do not wish to continue your enrolment in the following term, please advise us of your intention to withdraw with 7 days notice before the end of your current term booking to provide ample time to fill your place and give the teacher consistent & reliable employment.

## Payment of Tuition

Lesson fees are invoiced in advance by a full term (usually 10 weeks). Books or equipment may be included on the invoice if you or your teacher advises us that they are required (such as moving up a level of books, needing a new diary). Please note that tuition fees are non-refundable.

## Late fees

When payment of tuition is 7 or more days late, a \$25 late fee (incl GST) is charged. Lessons will not commence at the beginning of term until payments are received in full. Please take into account that direct bank deposit payments can take several days to be processed by your and our banks and for us to receive the payment.

## Photo/Video Authority

The Student/Parent/Guardian agrees to allow Wendy's Music to take and use any photos or moving pictures through the course of classes or performances and to use those items for promotional purposes without laying claim to royalties or rights etc.

On behalf of (Student's name) \_\_\_\_\_, I agree to abide by the policies of Wendy's Music.

Father or Guardian's name \_\_\_\_\_ Father's signature \_\_\_\_\_ date \_\_\_\_\_

Mother or Guardian's name \_\_\_\_\_ Mother's signature \_\_\_\_\_ date \_\_\_\_\_

OR

Student's signature (if over 18 years old) \_\_\_\_\_ date \_\_\_\_\_