

# Terms & Conditions

Welcome to Music Explorers! We like to make everything simple for our families, so you know exactly what you are getting with no surprises!



## Conditions of Enrolment

- 1.1 All Explorers are registered with a complete enrolment and direct debit form prior to commencing classes.
- 1.2 Parents agree to Music Explorers Terms & Conditions and Cancellation Policy.
- 1.3 Parents agree to inform us if there are any changes to contact details.
- 1.4 Music Explorers reserves the right to cancel or change classes at any time.

## Conditions of Payment

- 2.1 All fees include GST.
- 2.2 All Explorers have a direct debit payment plan (Payrix) prior to first class and payments will be made through monthly direct debit from your nominated bank account or credit card.
- 2.3 On the first business day of each month \$70 will be debited from the nominated account.
- 2.4 Fees incurred: Bank Account transaction fees: \$0.94, Credit cards: Visa/MasterCard fee: \$0.35 + 2.12 %; + 1.10% for international cards. A one-off systems fee of \$2.20 will be added to the first transaction. If any payment is rejected, a new payment will be scheduled with an additional failed payment fee of \$4.40
- 2.5 No refunds will be given for missed classes. Classes may be "made up" if there are two classes scheduled in the same week- contact us to confirm availability.
- 2.6 No refunds can be made for debited payments.

## Photographic/Video Policy

- 3.1 We are so excited to have your little one join us, and from time-to-time love photographing or videoing your child and others having an absolute ball, to use in helping other children see what fun our classes are
- 3.2 Parents who do not wish for their children to be photographed just need to let us know on the enrolment form.

## Cancellation Policy

- 4.1 Enrolment automatically renews every term until you let us know that you'd like to stop or that your Explorer is ready to move up to our instrumental program. To notify us of any changes, us an email at [enquiries@novarmusic.com](mailto:enquiries@novarmusic.com) at least 21 days before your scheduled payment
- 4.2 If you would like to change your lesson time, give 21 days' written notice before the change is required.
- 4.3 An exception to the above cancellation policy is our Safari Satisfaction Guarantee. If you are not satisfied within your first two weeks we will cancel & provide a full refund.



### Safari Satisfaction Guarantee

We're proud to stand behind our studio and curriculum and want you to feel at ease when choosing to learn with Music Explorers. We strongly believe that our classes are the most engaging, fun, and educational that money can buy.

If you're not 100% satisfied within your first two weeks of classes, you'll receive a full refund. Guaranteed.