

Music Explorers 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 Novar Music may cancel or change a class due to circumstances such as teacher or venue unavailability. Where reasonably possible, we will provide notice of any such change or cancellation. Where a class is cancelled by Novar Music, clause 2.6 applies.
- 1.5 Novar Music collects personal information (including names, contact details, and enrolment information) for the purposes of managing enrolment and delivering classes. Where a direct debit arrangement is used, payment details (such as bank account or card information) are provided by you directly to our payment provider, Worldpay for Platforms, and are not collected, held, or stored by Novar Music at any time. Personal information is stored securely, with access restricted to authorised personnel, and is retained only for as long as necessary for the purposes it was collected. You may request access to, or correction of, the personal information we hold about you by contacting enquiries@novarmusic.com.

Conditions of Payment

- 2.1 All fees, including the payment fees set out in clause 2.4, include GST.
- 2.2 All Explorers have a direct debit payment plan prior to first class, and payments will be made through monthly direct debit from your nominated bank account or credit card. Payments are processed by Worldpay for Platforms. By agreeing to this direct debit arrangement, you also agree to be bound by Worldpay's Direct Debit Request Service Agreement, a copy of which is available on request. Please retain a copy of this agreement, and of Worldpay's Direct Debit Request Service Agreement, for your records.
- 2.3 On the first business day of each month, \$74 will be debited from the nominated account.
- 2.4 Payment fees incurred:
 - A one-off systems fee of \$2.20, reflecting the actual cost of payment setup, applies to the first transaction
 - If a payment is rejected, a new payment will be scheduled with an additional failed payment fee of \$4.40, reflecting the actual cost incurred by Novar Music for the failed transaction
- 2.5 No refunds will be given for classes missed by the Explorer. Missed classes may be made up where two classes are scheduled in the same week — contact us to confirm availability.
- 2.6 If a scheduled class does not go ahead (for example, due to cancellation by Novar Music), a refund or credit will be provided for that class.
- 2.7 You may request to alter, defer or cancel the direct debit arrangement (including changing your nominated account) by contacting us at enquiries@novarmusic.com at least 14 days before the next scheduled debit. Cancelling the direct debit does not cancel your enrolment — if you wish to end your enrolment, clause 4.1 applies, and you remain responsible for arranging an alternative payment method until enrolment ends.
- 2.8 If you believe a payment has been debited incorrectly, contact us at enquiries@novarmusic.com. You may also contact your financial institution, which will notify us of your claim and process it in accordance with its own procedures.
- 2.9 Nothing in this agreement limits or excludes any rights or remedies you have under the Australian Consumer Law, including consumer guarantees that cannot be excluded, restricted or modified by agreement.

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, or at any time afterwards by emailing enquiries@novarmusic.com. The collection, use, storage, and consent arrangements for photographs, audio, and video of children and young people are governed by Novar Music's Child Safe Environments Policy, available on request or on our website.

Cancellation Policy

- 4.1 Enrolment continues on an ongoing month-to-month basis until you notify us that you wish to stop, or that your Explorer is ready to move up to our instrumental program. To notify us of any changes, email us at enquiries@novarmusic.com at least 21 days before your next scheduled payment.
- 4.2 If you would like to change your lesson time, email us at least 21 days before the change is required.
- 4.3 An exception to the above cancellation policy, and to clause 2.5, is our Safari Satisfaction Guarantee. If you are not satisfied within your first two weeks, we will cancel and provide a full refund of fees paid to date.



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.