

Terms and Conditions for Novar Musicians



Novar Music Learning Centre is referred to as “Novar Music”.

Parents, Guardians, and enrolled musicians over 18 are referred to as “The Musician”.

CONDITIONS OF ENROLMENT

- 1.1 The Musician must be registered with a complete enrolment form.
- 1.2 The Musician agrees to pay quarterly invoices in full by the due date, or via an approved split payment plan by arrangement in advance with Novar Music.
- 1.3 The Musician agrees to Novar Music’s Terms & Conditions and lesson unenrolment policy
- 1.4 The Musician agrees to inform Novar Music of changes to their contact details.
- 1.5 Novar Music reserves the right to cancel or change lessons at any time.

CONDITIONS OF PAYMENT

- 2.1 All fees include GST.
- 2.2 Payment may be made by direct deposit to the Novar Music nominated account, credit card via Novar Music's website or direct debit by arrangement.
- 2.3 Overdue fees may apply to accounts not paid by the due date.
- 2.4 Novar Music reserves the right to accept or refuse payment extensions requests.
- 2.5 Novar Music reserves the right to suspend lessons until overdue accounts are paid in full. Missed lessons due to suspension will not be refunded.
- 2.6 No refunds will be given due to student absence. In the case of unforeseen teacher absence or facility closure, lesson credits, refunds or alternate lesson times lessons will be provided.
- 2.7 In special circumstances, such as a family bereavement, a compassionate grace policy may be applied to a student's absence, and lesson credits, refunds or alternate lesson times lessons will be provided at the discretion of Novar Music.

PHOTOGRAPHY/VIDEO POLICY

- 3.1 Photos or video are often taken at performance events for publicity purposes and are at times used in lessons to provide feedback for student technique, performance and development. Musicians who do not wish to be photographed/videoed indicate this on the enrolment form.
- 3.2 If the Musician previously gave permission for photos/video and wishes to withdraw permission, written notification can be made to enquiries@novarmusic.com

LESSON CHANGES AND UNENROLMENTS

- 4.1 Enrolment automatically rolls over to the next term and/or year.
- 4.2 If a change of day/time or teacher is required, written notice can be made to enquiries@novarmusic.com . A one-off lesson time change may be made at the discretion of the teacher provided it complies with venue regulations and timetable restrictions.
- 4.3 Five (5) weeks’ written notice via email to enquiries@novarmusic.com must be given for lesson cancellation/unenrolment.

CONDUCT

- 5.1 The Musician, teacher and Novar team agree to always conduct themselves in a friendly and courteous manner.
- 5.2 Teachers will always conduct themselves in a professional manner in accordance with Novar Music's Teacher Code of Conduct.
- 5.3 Breaches of conduct by the Musician will be assessed on a case-by-case basis. Minor breaches will result in a warning, with the third warning resulting in termination of lessons. Major breaches of conduct, including any breach that results in the teacher feeling unsafe or threatened, will result in immediate termination of lessons.
- 5.4 In the case of termination of lessons due to a breach of conduct, lessons will not be refunded.
- 5.5 Teacher breaches of conduct will be assessed on a case-by-case basis and actioned according to Novar Music's Teacher Code of Conduct.
- 5.6 In the case of a teacher breach of conduct, the musician may be moved to a different teacher immediately, or lessons terminated, and any remaining lessons refunded.