

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 and either direct debit form or agreement to pay via quarterly invoice prior to commencement of lessons.
- 1.2 The Musician agrees to Novar Music’s Terms & Conditions and Cancellation Policy
- 1.3 The Musician agrees to inform Novar Music if there are any changes to contact details.
- 1.4 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, 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 In special circumstances, and extension on fee payments may be given on request. Novar Music reserves the right to accept or refuse extensions.
- 2.5 Novar Music reserves the right to terminate lessons until overdue accounts are paid in full. Missed lessons due to termination will not be refunded.
- 2.6 No refunds will be given for missed classes. In the case of teacher absence or facility closure, refunds or alternate lesson times lessons will be provided.

PHOTOGRAPHY/VIDEO POLICY

- 3.1 Photos or video are often taken at performance events for publicity purposes. Musicians who do not wish to be photographed/videoed need to 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 directly with the teacher, as long as it fits with the venue regulations and the teacher’s current timetable.
- 4.3 Five (5) weeks’ written notice via email to enquiries@novarmusic.com must be given for unenrolment. The Musician may choose to attend the remaining five lessons or to “pay out” the lessons and cease immediately.

CONDUCT

- 5.1 All parties are to always conduct themselves in a friendly and professional manner.
- 5.2 Teachers are not permitted to add or accept musicians, parents or guardians on social media platforms.
- 5.3 Breaches of conduct 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 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.
- 5.6 Teacher breaches of conduct will be assessed on a case-by-case basis and actioned according to Novar Music's Teacher Code of Conduct.