

Terms and Conditions

TERMS AND CONDITIONS FOR TUITION AT KING KONZ SCHOOL OF MUSIC 2023-2024

*PLEASE NOTE - No refunds are given under any circumstances. You may be issued a make up credit, only when you cancel through the student portal. Only when you give more than 24 hours notice.

Cancellations via email or text message are not considered cancellations.

The following Terms and Conditions apply to all lesson agreements made between King Konz School of Music ("KKSOM") and its students and the parents / carers of its students ("the student") and includes references to the King Konz – Mum and Me, Intro to Music and Drum Academy Classes.

The Terms and Conditions described below may seem relatively strict but have been discussed at length amongst the KKSOM leadership team with the endeavor of making them as fair as possible for both client and provider. As KKSOM is a social enterprise that functions with minimal margins, such lines in the sand have had to be drawn and are not a reflection of how awesome the majority of KKSOM families are. They are a reflection of the small margin of people that have taken advantage and never paid for services rendered that jeopardize the livelihood of our teachers and managers. We try to approach each individual case in good faith with an open ear and we hope that you will also approach us in the same manner. There will be times that the terms and conditions are more in favour of KKSOM but there are also other times that they are more in favour of the student/caregiver.

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Cancellations via email or text message are not considered cancellations.

This includes Illness, broken down cars and funerals.

Term Dates:

Teaching weeks at KKSOM roughly adhere to Education Queensland School Terms. However, there are occasional differences and our term dates are sent out before every term begins. At all times it is the responsibility of the parent/student to be aware of the first and last dates of term KKSOM.

All enrolments continue to roll over to the next term, unless notified in writing.

All students must see out the term. No refunds are given after enrolment.

Communications:

All correspondence is sent out to the student by email. If this causes a problem, please let KKSOM know.

It is the responsibility of the student to make KKSOM aware of any changes to their contact details via the online student portal. KKSOM will not be held responsible for any missed communications, late / overdue payments, missed lessons, etc. if this is due to incorrect contact information.

Due to the size of our student roll, most of KKSOM's communication is via bulk delivery services e.g., mail merge, therefore there is a level of potential error associated with this. If you notice something is incorrect e.g., lesson details or account details, it is not meant offensively. In these cases, please let us know via email to admin@kingkonzmusic.com so we can rectify the situation as soon as possible.

Our teachers reserve time on their schedules, plan for your lessons, and invest in the long-term development of each student. To provide regular, quality lessons, the following policies need to be observed.

Monthly Membership Lessons:

- a. Enrollments are term based. There are roughly 4 10 week terms per year. Tuition is a flat monthly fee. Most months have four (4) or five (5) lessons, and on rare occasions, three (3) lessons when in observance of major national holidays.
- b. Tuition is due on the first day of each month and is billed automatically to a credit/debit VISA or Mastercard also known as "Auto-Pay".
- c. Exception to the first day of each month being upon the commencement of a new subscription. In this case, the first billing date will be on the day of the first lesson taken and following this on the first day of each month for the remainder of the subscription.
- d. A \$20 late fee will be charged for payment received after the 10th day of each month for non-auto-pay members.
- e. A returning member is a member with one (1) or more months gap between enrolment.

Membership Inclusions:

- a. Regular weekly lesson time with your teacher (with the exception of studio closure dates due to holidays).
- b. Educational material, music books, instrument rental and other accessories are an additional cost.

c. Members may purchase additional exam or performance preparation

lessons. Membership Cancellation:

a. Membership may be cancelled by submitting our 'online cancellation form' found on our website <https://www.kingkonzschoolofmusic.com/>

Note – cancellation form must be received by the 15th of the last month of the school term to take effect at the end of that term.

E.g., A cancellation form received on the 16th May will be billed for the following term being June as cancellation would take effect at the end of June NOT May as cancellation form received after the 15th of the current term .

There are no exceptions.

b. You may withdraw the cancellation at any time before it takes effect however your teacher and or time slot cannot be guaranteed.

c. An active membership is mandatory to participate in our events.

d. All registration(s) will be withdrawn at the time of membership cancellation.

e. All Make-up Lesson Credit(s) on your account will expire 30 days from the cancellation effective date.

f. Membership is not transferable.

g. King Konz School of Music does not provide tuition refunds under any circumstances.

h. King Konz School of Music reserves the right to terminate membership, in which case prorated tuition will be refunded.

Attendance:

a. Students are expected to be punctual to their weekly lessons. Students who are late for a lesson cannot be guaranteed their lesson time.

Missed Lessons:

a. No tuition credit or refund will be provided for missed lessons.

b. A Make-up lesson credit will be issued when a lesson is canceled at least 24-hours advance notice via the student portal. Emails are not considered cancellations, nor are sms messages or verbally telling your teacher.

c. Cancellations made with less than 24-hour notice will not qualify for a Make-up lesson credit (this includes being sick the day of a scheduled lesson).

d. No more than one (1) Make-up lesson credits can be pending at a time per membership and must be used within 60 days

e. Make-up credits can be used to schedule a Make-up lesson through the portal at any time with your teacher or other available teacher.

f. Make-up lessons cannot be rescheduled. If you miss your Make-up lesson, it is forfeited.

g. Make-up lessons credit(s) expire 30 days after membership ends.

h. Group lessons: No catch-up lessons or credits will be provided for an individual's absence from a group lesson / band class or any other group-based tuition activity.

Substitutions:

a. You may decide to change teacher or instrument with a 14-day advance notice before the 1st day of the month.

b. If your teacher is unable to teach a lesson, a substitute teacher will be arranged. Regular lesson cancellation policy applies to substitute teachers. If you have been provided a substitute teacher though you choose to not attend with your substitute teacher, no credit or refund will be issued. No make-up credit is issued for last minute substitutions. If your teacher becomes unavailable for regular lessons you will be offered an alternative substitute teacher.

B. If we cannot provide a substitute teacher you will be issued a credit that you can use at your convenience. Credits issued due to no teacher available will have no expiration date.

Photography & Filming:

a. KKSOM may use film or still photography of students for appropriate promotional purposes.

b. You (or your parents If under 18 years of age) must inform KKSOM in writing at any time if you will not allow the use of such media and images.

Changes to Terms and Conditions:

The Terms and Conditions described above are agreed upon enrolment and may be changed at any point by KKSOM without providing notice to the student/caregiver. A copy of the Terms and Conditions will always be available on our website and may be emailed upon request.

Contact Details:

For all general enquiries, email: admin@kingkonzmusic.com.

For all absence notifications, Log into your student portal.

For all resources queries (workbooks/instrument purchase) email:
admin@kingkonzmusic.com.

For all term fees related queries email: admin@kingkonzmusic.com.

To find us on Facebook: [Facebook.com/kingkonzmusic](https://www.facebook.com/kingkonzmusic).

To call us phone: 0422 053 141 (available during office hours only).

Level 2 Suite 10/28 Hamilton St, Townsville QLD 4810.
Please note our office is not always staffed.