KING KONZ SCHOOL OF MUSIC

TERMS & CONDITIONS

Private Lessons & Group Classes | 2026-2027

We know Terms & Conditions aren't the most exciting read, but they're here to make sure everyone knows how lessons, payments, cancellations and attendance work.

Our teachers set aside time each week, prepare for lessons and invest in the progress of every student, so we need a few clear rules to keep things running fairly for everyone.

CANCELLATIONS & REFUNDS — THE IMPORTANT BIT

- **We don't offer refunds or credits for missed lessons.**
- If you need to miss a lesson, please cancel through the **Student Portal** as early as possible.
- Cancellations by **email, text/SMS or telling your teacher** don't count as an official cancellation.

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1. ENROLMENT & TERM DATES

- Enrolments are **term-based** and automatically continue into the next term unless you submit a cancellation.
- Once enrolled, students are expected to complete the current term.
- Our teaching weeks generally follow Queensland school terms, although our dates can sometimes be slightly different. We'll send out our term dates before each term.
- **No refunds are given after enrolment.**

These terms apply to all KKSOM tuition, including private lessons, Mum and Me, Intro to Music, Drum Academy, band classes and other group programs.

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2. MONTHLY MEMBERSHIP & PAYMENTS

Our tuition works as a **flat monthly membership fee**.

- Most months have **4 or 5 lessons**, although some months may have 3 lessons due to public holidays or studio closures.
- Tuition is due on the **1st of each month** and is automatically charged to your Visa or Mastercard through Auto-Pay.
- For a new membership, your first payment is taken on the day of your first lesson. After that, payments are taken on the 1st of each month.
- If you're not on Auto-Pay and payment is received after the 10th, a **$20 late fee** will apply.
- A returning member is someone who has had a gap of one or more months between enrolments.

What's included?

Your membership includes:

- Your regular weekly lesson with your teacher, except during scheduled studio closures and holidays.

The following are extra costs:

- Music books and educational materials
- Instrument hire
- Accessories
- Additional exam or performance preparation lessons

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3. CANCELLING YOUR MEMBERSHIP

If you need to finish lessons, please use the **KKSOM Online Cancellation Form**.

A few important things to know:

- Your cancellation needs to be received by the **15th of the final month of the current term** for it to finish at the end of that term.
- If we receive it after the 15th, your membership will continue until the end of the following term and you will be billed accordingly.
- **There are no exceptions to this deadline.**
- You can change your mind and withdraw your cancellation before it takes effect, but we can't guarantee your original teacher or lesson time will still be available.

- Memberships can't be transferred to another person.
- You need an active membership to participate in KKSOM events.
- Any registrations connected to your membership will end when your membership is cancelled.
- KKSOM may also terminate a membership. If we do, any applicable refund will be calculated on a prorated basis.

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4. ATTENDANCE & MISSED LESSONS

Please arrive on time for your lesson. If you're late, we may not be able to extend your lesson to make up the lost time.

If you miss a lesson

- When a private lesson is cancelled, your teacher will provide you with some material or exercises to work on so you can continue making progress before your next lesson.
- **We don't provide refunds, credits or replacement lessons for missed lessons.**
- If you know you can't attend, please let us know through the **Student Portal** as early as possible.

Group lessons

If you miss a group lesson, band class, Drum Academy, Mum and Me, Intro to Music or another group activity, we don't provide catch-up lessons, credits or refunds.

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5. CHANGING TEACHERS OR INSTRUMENTS

Want to try something different? No problem.

- You can request a change of teacher or instrument with at least **14 days' notice before the 1st of the month**.
- If your teacher is unavailable, we'll arrange a substitute teacher where possible.
- If a substitute teacher is provided and you choose not to attend, no credit or refund will be given.
- If we're unable to provide a substitute teacher, we'll issue you a credit that you can use within 60 days.

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6. COMMUNICATION

Most of our communication is sent by **email**, so please make sure your contact details are always up to date in the Student Portal.

KKSOM isn't responsible for missed emails, payments or lessons caused by incorrect or outdated contact information.

Because we communicate with a large number of families, we sometimes use bulk email systems. This means the occasional mistake can happen with lesson or account information. If you spot something that doesn't look right, just let us know and we'll fix it.

Email: admin@kingkonzmusic.com

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7. PHOTOS & VIDEO

We sometimes take photos and videos of our students for KKSOM promotional purposes.

If a student is under 18 and you **don't want us to use their photo or video**, please let us know in writing.

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8. CHANGES TO THESE TERMS

These Terms & Conditions are accepted when you enrol.

From time to time, we may update our Terms & Conditions. The most current version will always be available on the KKSOM website and can also be emailed to you if requested.

NEED TO GET IN TOUCH?

General Enquiries
admin@kingkonzmusic.com

Absence Notifications
Please use the Student Portal.

Fees, Resources & Equipment
admin@kingkonzmusic.com

Phone
0494 784 408
Office hours are 9am - 1pm

Facebook
facebook.com/kingkonzmusic

Studio
Level 2, Suite 10/28 Hamilton St
Townsville QLD 4810

Please note: Our office isn't always staffed.