

KING KONZ SCHOOL OF MUSIC

Student Membership Agreement

Version: 1.0

Effective Date: August 2026

Welcome

Welcome to King Konz School of Music.

We are committed to providing every student with a fun, supportive and high-quality music education experience.

Our Student Membership Agreement explains how our lessons, memberships and administration operate. These terms help us provide a consistent experience for all students while supporting our teachers and ensuring the smooth operation of the School.

By enrolling with King Konz School of Music, you agree to the following terms and conditions.

1. Enrolment

King Konz School of Music operates on a school term basis.

Our teaching calendar generally follows the Queensland State School calendar and consists of four (4) terms per year, with approximately ten (10) teaching weeks per term.

Term dates are published before the commencement of each term.

Enrolments automatically continue into the following term unless a Membership Cancellation Form is submitted in accordance with this Agreement.

2. Membership

Your membership reserves a dedicated weekly lesson time with your teacher and includes:

- A reserved weekly lesson time

- Individual lesson preparation
- Ongoing student progress and development
- Professional music tuition
- Access to performances and student opportunities where applicable

Music books, examination fees, instruments, accessories and other additional resources are not included unless otherwise advised.

Membership secures your place within our ongoing educational program rather than payment for individual lessons attended.

3. Fees & Payments

Lesson fees are paid by automatic direct debit using a nominated Visa or Mastercard.

Payments are processed monthly.

For new memberships, the first payment will be processed on the day of the first lesson, with future payments processed on the first day of each month.

Families are responsible for ensuring their payment and contact details remain current.

Failed Payments

If a scheduled payment is declined, King Konz School of Music may attempt to process the payment again.

If payment remains outstanding, the School may:

- Contact you to update your payment details
- Apply any applicable merchant or administration fees
- Suspend future lessons until the account is brought up to date

Outstanding tuition fees remain payable in accordance with this Agreement regardless of lesson attendance.

4. Attendance

Students are expected to arrive on time for each lesson.

Lessons finish at their scheduled time regardless of late arrival, as teachers are required to remain on schedule for the students who follow.

5. Missed Lessons & Lesson Credits

Your tuition fee reserves your weekly lesson time within your teacher's timetable and forms part of your ongoing educational program.

For this reason, tuition fees are not calculated according to attendance and are not refundable simply because a student is unable or chooses not to attend a scheduled lesson.

This includes, but is not limited to:

- Illness
- Holidays
- Family commitments
- Sporting events
- School activities
- Transport issues
- Work commitments
- Other personal circumstances

Student Cancellations

Where a lesson is cancelled through the Student Portal with **more than twenty-four (24) hours' notice**, a Lesson Credit will be issued.

To receive a Lesson Credit:

- The cancellation must be submitted through the Student Portal
- Email, SMS, telephone calls or advising your teacher directly are not accepted as cancellation notifications
- Cancellations made with less than twenty-four (24) hours' notice are not eligible for a Lesson Credit

Each membership may hold **one active Lesson Credit at a time**.

Using Lesson Credits

Lesson Credits:

- Must be booked through the Student Portal
- Are subject to teacher availability

- May be booked with an available teacher
- Cannot be rescheduled if the Make-Up Lesson is missed
- Cannot be exchanged for cash
- **Cannot be applied as a reduction or credit towards current or future tuition fees**
- Are not transferable to another student
- Expire sixty (60) days after being issued
- Expire thirty (30) days after membership ends

Group lessons, bands, workshops and other group-based tuition activities are not eligible for Lesson Credits for an individual's absence.

6. Teacher Changes & Substitutions

Students may request a change of teacher or instrument by providing at least fourteen (14) days' notice.

Requests will be accommodated wherever possible and are subject to availability.

If your regular teacher is unavailable, King Konz School of Music will make every reasonable effort to provide a suitably qualified substitute teacher.

Where a substitute teacher is provided, the lesson will proceed as scheduled.

If a student chooses not to attend because their regular teacher is unavailable but a suitable substitute teacher has been provided, the normal missed lesson provisions apply.

Where King Konz Cannot Provide a Teacher

Where King Konz School of Music is unable to provide either the regular teacher or a suitable substitute teacher, a **Lesson Credit** will be issued.

Lesson Credits issued because the School could not provide a teacher:

- Remain available on the student's account until used
- May be used to book an available lesson
- Cannot be exchanged for cash
- **Cannot be applied as a reduction or credit towards current or future tuition fees**
- Are not transferable

A student's decision not to use an available Lesson Credit does not convert that credit into a refund or fee reduction.

7. Membership Cancellation & Withdrawal

Memberships operate on a school term basis and automatically continue into the following term unless cancelled in accordance with this section.

To discontinue lessons at the end of a school term, the online Membership Cancellation Form <https://www.kingkonzschoolofmusic.com/membership-cancellation-form>

Must be received **at least fourteen (14) days before the final teaching day of that school term.**

This notice period allows King Konz School of Music to:

- Finalise teacher timetables
- Offer lesson vacancies to other students
- Confirm staffing requirements
- Prepare schedules and operational requirements for the following term

Cancellation requests received **less than fourteen (14) days before the final teaching day of the school term** will incur a **Late Notice Withdrawal Fee equal to two (2) weeks' tuition fees.**

Memberships cannot be transferred to another student.

Unused standard Lesson Credits expire thirty (30) days after membership ends.

King Konz School of Music reserves the right to exercise discretion in exceptional circumstances.

8. Termination by King Konz School of Music

King Konz School of Music reserves the right to terminate a student's membership where reasonably necessary, including where there are serious or repeated breaches of School policies or where continued enrolment is no longer considered appropriate.

Where the School terminates a membership, any applicable prepaid tuition will be handled in accordance with the circumstances and applicable law.

9. Student & Family Responsibilities

Students and families agree to:

- Attend lessons on time
 - Treat teachers, staff, students and other families with courtesy and respect
 - Maintain current contact and payment information
 - Communicate through the appropriate School channels
 - Follow reasonable School policies and procedures
 - Support a positive and respectful learning environment
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10. Our Commitment

King Konz School of Music is committed to providing:

- High-quality music education
 - Supportive and professional teachers
 - Safe and welcoming learning environments
 - Clear and timely communication
 - Consistent lesson scheduling wherever reasonably possible
 - Opportunities for students to develop their skills, confidence and enjoyment of music
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11. Photography & Media

Photographs and videos may occasionally be taken during lessons, performances, concerts and School activities for educational or promotional purposes.

If you do not wish for you or your child to appear in promotional material, please notify King Konz School of Music in writing.

12. Changes to this Agreement

King Konz School of Music may update this Student Membership Agreement from time to time.

The current version will be made available on our website.

Any changes will operate subject to applicable Australian law and consumer protections.

13. Australian Consumer Law

Nothing in this Agreement is intended to exclude, restrict or modify any consumer guarantee, right or remedy that cannot lawfully be excluded under the **Australian Consumer Law** or other applicable legislation.

Where a refund or other remedy is required by law, King Konz School of Music will provide that remedy notwithstanding any other provision of this Agreement.

14. Contact Us

General Enquiries

admin@kingkonzmusic.com

Lesson Cancellations

Please submit cancellations through the Student Portal.

Phone

0494784408 — during office hours

Address

Level 2, Suite 10
28 Hamilton Street
Townsville QLD 4810

Please note that our administration office is not staffed at all times.

Document Control

Document: Student Membership Agreement

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Approved by: Directors, King Konz School of Music
