

# Fee Policy - 2019



## Conditions of enrolment & payment of fees

1. A membership form and an enrolment form must be completed, signed and lodged annually with Macquarie Conservatorium, and fee payment received before tuition or participation in an activity can commence.
2. For continuing students to secure their enrolment in tuition or activity for a subsequent year, these annual forms together with payment of the annual membership fee and a fee deposit must be received by Macquarie Conservatorium in Term 4 of the previous year, by the due date as advised in the Enrolment Guidelines.
3. For new students, these annual forms together with payment of the annual membership fee and a fee deposit must be received by Macquarie Conservatorium at the time of allocation of a place in tuition or an activity.
4. Once Macquarie Conservatorium has received the membership form, the enrolment form, payment of the annual membership fee and fee deposit, the student is enrolled for the calendar year. Written notification must be made to Macquarie Conservatorium for cancellation of any enrolment prior to the end of the calendar year, as in Rule 27.
5. Fees are invoiced twice a year per semester – a semester being the period of two terms, Terms 1 & 2, Terms 3 & 4. Each semester invoice may be paid in total, or may be paid in 2 instalments. If paying for the semester in 2 instalments, the 1<sup>st</sup> instalment is due on receipt of invoice, and the 2<sup>nd</sup> instalment is due the last Monday of the preceding term. Members will be sent a reminder statement if paying in 2 instalments.
6. Students may not commence or continue tuition or activities if each term's fee instalment has not been paid in full, unless the Macquarie Conservatorium Director has approved a fee variation, as in Rules 7, 15, 16, 17 and 18.
7. Where a member is experiencing genuine hardship with payments, he or she may apply to the Macquarie Conservatorium Director in writing for a variation of fees, as in Rules 15, 16, 17 and 18. Any such application must be made *before* the due date of annual enrolment, or before the due date for payment of term fee instalments if need arises during the course of the year. The member should also submit their completed membership and enrolment forms if making this application at the time of annual enrolment.
8. Macquarie Conservatorium reserves the right to cancel a student's enrolment if fee instalment payments are made after the due date. If Macquarie Conservatorium agrees to accept payment after the due date and enrolment is not cancelled, an administration fee of \$25 per student may be charged.
9. Accounts which remain unpaid will be forwarded to appropriate agents for recovery. If a member defaults in making payment and recovery/legal action is undertaken, the member will be responsible for all expenses in relation to the collection of the outstanding amount including, but not limited to, all charges and fees, legal costs on an indemnity basis, and disbursements.

## Discounts

10. A **discount** of 10% is available on fees for individual, shared or group tuition for the third and subsequent members of a family, if those first and second family members are also enrolled in individual, shared or group tuition. A discount of 10% is available on fees for a third or subsequent individual, shared or group tuition enrolment by any one student.
11. **Pensioner discounts** of 10% are available on fees for individual, shared or group tuition. The Conservatorium office has a list of eligible pensions. Pensioners should apply to the office in person with Centrelink documentation to receive this discount and to process enrolment and payment.
12. Only one type of the above discounts can be applied to any one enrolment or any one student. The discounts in Rules 10 and 11 cannot be applied to fees already reduced by scholarship or bursary support.
13. The discounts in Rules 10 and 11 do not apply to fees for Early Childhood Music, Choirs, Ensembles, Youth Music Theatre, Instrument hire, or to annual Membership Fees.
14. Discounts are only available on fees paid by the due date (except for new enrolments taken after that date).

## Fee variations

15. When requesting a variation of fees in writing to the Macquarie Conservatorium Director, a member should give an indication of his or her ability to pay and the circumstances relevant to the request.
16. On considering a request, the Macquarie Conservatorium Director may permit a member to pay by a maximum of 3 instalments per term, for one or more terms as advised.
17. In this case, a first instalment of one third of the term fees, plus the annual membership fee if owing, must be made on receipt of invoice, as in Rule 5. The second instalment of one third of term fees must be paid by Week 3 of the term, and the third instalment of one third of term fees must be paid by Week 6 of the term. If instalments are not paid according to this schedule, permission for a variation of fees will be cancelled.
18. In exceptional cases, the Macquarie Conservatorium Director may arrange to reduce the fees for a term, in consultation with the Macquarie Conservatorium Board.

## Late commencements, withdrawals, absences and cancellations

19. New students who begin a lesson or activity more than two weeks after the commencement of the term will receive a pro-rata reduction. There is no pro-rata reduction for starting one or two weeks late. There is no pro-rata reduction applied to any ensemble, choir or Youth Music Theatre fees.
20. Existing students who start the term late are not entitled to any pro-rata reduction, except in exceptional circumstances where a request has been made in writing before the due date of enrolment and/or fee payment for that term, and this request has been approved by the Macquarie Conservatorium Director.
21. Fees are not refundable, unless scheduled lessons are cancelled by Macquarie Conservatorium or are not delivered due to teacher absence. In this case, a credit towards a later term's fees will be given. This credit will be applied in the next statement or semester invoice issued after the date of the lesson that was cancelled or not delivered by Macquarie Conservatorium. Credited fees will be refunded only if a student is not continuing their enrolment.

22. If a student decides to withdraw from a lesson or activity during the term, a credit or refund of fees will be considered only in exceptional circumstances. Any such request must be submitted in writing and any approval will remain at the discretion of the Macquarie Conservatorium Director.
23. Any refund granted on withdrawal as in Rule 22 or 31 will be subject to deduction of a \$25 withdrawal fee. The withdrawal fee may be waived if the member chooses to use the granted refund as a credit towards fees for a subsequent enrolment in the same calendar year.
24. There are no refunds or credits for students who fail to attend lessons when a Conservatorium teacher is scheduled to teach. This includes non-attendance by students due to the student's illness, school excursions or activities, holidays or any other student absences during the school term.
25. In the case of lessons given onsite at schools, there are no refunds or credits for students or schools for any lessons cancelled by a school due to school activities, when a teacher is scheduled to teach.
26. Teachers are not obliged to make up any lesson a student does not attend, or any lesson cancelled by a student, or any lesson cancelled by a school in the case of lessons given at school.
27. To cancel enrolment(s), advice in writing must be received by Macquarie Conservatorium before the end of the current term and at least 2 weeks before the due date for payment of the following term's fee instalment. Without providing this written advice, members will be responsible for payment of the full semester invoice as issued, and any subsequent semester invoice if issued before advice in writing is received. Non-attendance does not constitute notice of cancellation.
28. If for any reason Macquarie Conservatorium agrees to accept late cancellation of enrolment and waives payment of fees, a withdrawal fee of \$25 per cancelled activity will be charged.
29. Macquarie Conservatorium reserves the right to cancel any tuition or activity at any time, and change or substitute teachers, if circumstances so dictate.

### **Sickness**

30. Macquarie Conservatorium relies on the judgement of parents as to whether a child is too ill to attend lessons. Macquarie Conservatorium reserves the right of its teachers to refuse to teach a student who is too unwell to undertake tuition, or who poses a health risk to the teacher. In this case, Rule 24 will still apply.
31. If there are proven medical reasons, supported by a medical certificate, for a student being unable to attend a substantial part of any term, an application for a withdrawal, as in Rules 22 and 23, with possible credit towards the next term's fees will be considered.

*Reviewed and approved by Macquarie Conservatorium Board: 30 October 2018*