

# Fee Policy - 2024



## Conditions of enrolment & payment of fees

1. An online enrolment form per student must be completed and lodged annually with Macquarie Conservatorium, and the required fee deposit payment must be received before tuition or participation in an activity can commence.
2. For all continuing students: to secure their enrolment in tuition or activity for the subsequent year, the online enrolment form together with payment of 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 enrolling for the first time at any time of the year: to secure their enrolment in tuition or activity once allocated a place, the online enrolment form together with payment of a fee deposit must be received by Macquarie Conservatorium at the time of allocation of a place in tuition or activity.
4. For continuing students: if the enrolment form and fee deposit payment as in Rules 2 and 3 are not received by the advised due date, an administration fee of \$25 per enrolled activity will be applied to any enrolment and fee deposit payment received after the due date, if accepted.
5. For new students: if the enrolment form and fee deposit payment as in Rules 2 and 3 are not received within 3 working days of the email advising allocation of a place, an administration fee of \$25 per enrolled activity will be applied to any enrolment and fee deposit payment received after the due date, if accepted.
6. Once Macquarie Conservatorium has received the online enrolment form and fee deposit payment, 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 29.
7. Fees are invoiced twice a year, per semester – a semester being a period of two terms: Semester 1 - Terms 1 & 2; Semester 2 - Terms 3 & 4. Each semester invoice may be paid in total or may be paid in 2 instalments. If paying the semester invoice 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 either Term 1 for Semester 1, or Term 3 for Semester 2.
8. Students may not commence or continue tuition or activities if payments have not been received according to Rule 7, unless the Macquarie Conservatorium Director has approved a fee payment variation, as in Rules 17, 18, 19 and 20.
9. Where a member is experiencing difficulty with payments, the member may apply to the Macquarie Conservatorium Director *in writing* for a Fee Payment Variation, as in Rules 17, 18, 19 and 20. Any such application must be made *before* the due date of annual enrolment, or before the due date for the standard payment of fee instalments as in Rule 7, if need arises during the course of the year. The member must also submit their enrolment form and pay their fee deposit by the due date, if making this application at the time of annual enrolment.
10. Macquarie Conservatorium reserves the right to cancel a student's enrolment if fee instalment payments are made after the due date, as in Rule 7, and Rule 19 in the case of fee payment variation. If Macquarie Conservatorium agrees to accept payment after the due date and enrolment is not cancelled, an administration fee of \$25 per enrolled activity will still be incurred and added to the next semester invoice.
11. 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

12. 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.
13. **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 their first payment.
14. Only one type of the above discounts can be applied to any one enrolment or any one student. The discounts in Rules 12 and 13 cannot be applied to fees already reduced by scholarship or bursary support.
15. The discounts in Rules 12 and 13 do not apply to fees for Early Childhood Music, Choirs, Ensembles, Youth Music Theatre, Instrument hire, or to annual Membership Fees.
16. Discounts are only available on fees paid by the due date (except for new enrolments taken after that date).

## Fee payment variation

17. When requesting a fee payment variation in writing to the Macquarie Conservatorium Director, a member should outline the circumstances relevant to the request and give reasons why the request should be considered.
18. If permission for fee payment variation is given, the member may pay their fees by a maximum of 6 instalments per semester, for one or more semesters as advised.
19. In this case, a first instalment of one sixth of the semester fees, plus the annual membership fee if owing, must be made on receipt of invoice, as in Rule 7. The second instalment of one sixth of semester fees must be paid by Week 3 of Term 1/Term 3, and the third instalment of one sixth of semester fees must be paid by Week 6 of Term 1/Term 3. A similar schedule shall apply for the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> instalments, to be paid in Weeks 1, 3 and 6 of Term 2/Term 4. If instalments are not paid according to this schedule, permission for fee payment variation will be cancelled. The Conservatorium Office will supply a schedule listing dates and amounts of instalments to be paid.
20. In exceptional cases, the Macquarie Conservatorium Director may arrange to reduce the fees for a semester, in consultation with the Macquarie Conservatorium Board. In this case, a payment schedule will be advised.

## Late commencements, absences, withdrawals and cancellations

21. New students as in Rule 4 who begin a lesson or activity more than two weeks after the commencement of the semester or 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.
22. Re-enrolling students who start the semester or 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, and this request has been approved by the Macquarie Conservatorium Director.
23. 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 semester's fees will be given. This credit will be applied in the next 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. Members may not self-deduct credited fees from their payment of an already issued semester invoice.

24. If a student decides to withdraw from a lesson or activity during the semester, a credit or refund of semester 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. Non-attendance does not constitute notice of withdrawal.
25. Any refund granted on withdrawal as in Rule 24 and 29 will be subject to the deduction of a \$25 withdrawal fee per enrolled activity. 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.
26. 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 Conservatorium term.
27. 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.
28. Teachers are not obliged to make up any scheduled lesson a student does not attend, or any scheduled lesson cancelled by a student, or any scheduled lesson cancelled by a school in the case of lessons given at school.
29. To cancel enrolment(s) for a subsequent semester, advice in writing must be received by Macquarie Conservatorium four weeks before the end of the current semester. Without providing this written advice, members will be responsible for payment of any subsequent semester invoice during the calendar year. Non-attendance does not constitute notice of cancellation.
30. 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.
31. Macquarie Conservatorium reserves the right to cancel any tuition or activity at any time, and change or substitute teachers, if circumstances so dictate.

### **Sickness**

32. Macquarie Conservatorium relies on the judgement of parents as to whether a child is too sick to attend lessons. Macquarie Conservatorium reserves the right of its teachers to refuse to teach a student who is too sick to undertake tuition, or who poses a health risk to the teacher. In this case, Rule 26 will still apply.
33. If there are proven medical reasons, supported by a medical certificate, for a student being unable to attend a substantial part of any term in a semester, an application for a withdrawal, as in Rules 24 and 25, with possible credit towards the next semester's fees will be considered.