

# TERMS & CONDITIONS



## NEW ENROLMENTS

All new enrolments are completed by submitting an Enrolment form in person, or by emailing a scanned copy to [kristy.pilcher@gmail.com](mailto:kristy.pilcher@gmail.com). Places are only secured once a completed Enrolment form and payment has been received.

## CURRENTLY ENROLLED CLIENTS

Continuing enrolment is deemed to be acceptance of these terms and conditions.

Once enrolled your booking will continue until an emailed withdrawal notification is received, subject to our cancellation policies (detailed below).

## NON-TRANSFERABLE

Classes are non-transferable to other people and cannot be converted to other products or services.

## REQUEST FOR LESSON CHANGES

While every effort is made to accommodate requests for change, it is dependent on availability of vacancies and no guarantee can be given to accommodate exact requests.

Email [kristy.pilcher@gmail.com](mailto:kristy.pilcher@gmail.com) if you wish to change your lesson time.

## FEES & PAYMENT METHODS

Fees for a Private/1:1 class will be payable at the time of the appointment. Five packs will be paid in advance.

Fees for Duet classes will be invoiced two weeks prior to the start of a new term. Invoices must be paid in full prior to the start of term.

Payment options include Electronic Funds Transfer, Square Pay or cash.

## DUET CLASS BOOKING LENGTH

Duet class bookings are for a full term (4 Terms per calendar year). Cancellations are only available at the end of each term. Cancellation of upcoming terms is required two (2) weeks prior to the commencement of the upcoming term. Terms will be run consistent with Victorian school term dates and holidays. These can be viewed on [www.vic.gov.au/school-term-dates-and-holidays-victoria](http://www.vic.gov.au/school-term-dates-and-holidays-victoria).

Participants with Medical Certificates are excluded from these dates.

Compensation for missed lessons or make-up lessons is not available (other than as make-up lessons) as your spot in a class is reserved solely for you during the term regardless of attendance.

## **CANCELLATIONS**

All classes require 24hrs notice prior to their scheduled time to cancel. Cancellations made within this timeframe will be charged the full fee with the option to book a make-up lesson.

Private lessons that give more than 24hrs notice will not be charged.

Duet lessons can only be voided if written notification is provided:

- Two weeks prior to the end of each term, or by the 20th December each year, for the following year.
- Immediately on presentation of a Medical Certificate. Lesson bookings are not reserved.
- New participants who have enrolled for the first time, can cancel at any time in the first 4 weeks of their enrolment. Refund will be adjusted to reflect lessons attended.
- All terms and conditions of membership are binding once the term commences.

## **MAKE-UP LESSONS**

Participants who are unable to attend their scheduled lesson can organise unlimited make-up lessons. Make-up lessons can only be provided if space is available. Make-up lessons expire only when a participant cancels their enrolment. Koa endeavours to cater to the needs of make-ups, but as there can be no guarantee of spots becoming available for everyone, Koa strongly advises all clients to attend all their allocated classes. In addition, Kristy must be notified of non-attendance by either SMS: 0422 176 457 or Email: [kristy.pilcher@gmail.com](mailto:kristy.pilcher@gmail.com) 24 hours prior to their scheduled class.