

2022 TUITION FEES AND REFUND POLICY

Commencement

This policy will commence from 1 January 2022. It replaces all other written and unwritten Tuition Fees and Refund Policy of Hume Conservatorium.

Individual lesson * Second instrument – \$50 discount per term		
15 minutes	\$22.00	Per lesson
30 minutes	\$40.00	Per lesson
45 minutes	\$60.00	Per lesson
60 minutes	\$80.00	Per lesson
Shared lesson (up to 4 students) lesson 30 minutes	\$30.00	Per lesson (for each student)
Ad Hoc lesson		
30 minutes	\$45.00	Per lesson
45 minutes	\$65.00	Per lesson
60 minutes	\$85.00	Per lesson
Theory and Musicianship – group lesson * Individual lessons as per above		
30 minutes	\$40.00	Per term
60 minutes	\$60.00	Per term
Junior Scholarship Theory class – 30 minutes	FREE	Per term
Senior Scholarship Theory class – 60 minutes	FREE	Per term
All Ensembles * Scholarship Holders – first ensemble is free / Second ensemble for all – 50% discount		
Ranging from 30 to 90 minutes depending on size of group and experience	\$50.00	Per term
Early Childhood Music Classes at the Con		
Per child – 10 x 30-minute classes	\$50.00	Per term
Early Childhood Music Classes – off site		
Per childcare centre	Price on application	

Conditions of Enrolment

Tuition Fees

Students are accepted for enrolment on the understanding that fees are paid in advance.

1. Term fees are payable in advance prior to commencing lessons. Should you be experiencing financial difficulties, alternative arrangements for payment can be negotiated with the CEO.
2. Where teacher's times are booked and the student cancels lessons, no refunds will be allowed. Every lesson allocated must be paid for. If the teacher is unable to give a lesson, two alternative "make up" times will be offered. If the student cannot attend either of the "make up" times offered, the lesson is then considered void, and no reimbursement will be available. No refunds will be made in respect to withdrawals from class or group lessons. However, a refund will be made where a class or group is discontinued due to insufficient enrolments. Refunds or Credits may apply if a teacher misses a lesson (and cannot offer a "make up") or if student absences are due to prolonged illness and accompanied by a doctor's certificate.
3. Every student enrolment is scheduled for one full term and tutor timetables are prepared as such. If a student wishes to withdraw during that term, no refund of fees will be given as the student is expected to complete the term and then formally withdraw in writing. If no written notice of withdrawal is given, the entire term's fees remain payable. If exceptional circumstances cause the need for mid-term withdrawal (e.g.: long-term illness, unexpected family relocation), this can be negotiated with the CEO as a "Compassionate Withdrawal".

Lessons Affected by the COVID-19 Pandemic

When music lessons are unable to be held face-to-face at the Conservatorium due to lockdown restrictions, our teachers will ensure continuity of music education by offering to teach in an online capacity. This will be via the Zoom interface and staff will use their Hume Conservatorium email accounts to login and schedule lessons with students or their parents/guardians if the student is under 18. Unfortunately, ensembles and early childhood classes may not be able to run online.

Please make sure your lesson set up at home is in an appropriate space, with the required supervision at all times. Please let your teacher know before the lesson starts if you are having any tech issues or call 4821 8833 and our admin team can help.

If you are facing tech difficulties with online lessons at home, your lessons can be rescheduled to a later date with your teacher, or we are able to offer a credit for lessons missed.

Refund of Fees Policy

Full Refund of Fees: Full-Time Courses of Study

Hume Conservatorium will make a full refund of tuition fees, in the following circumstances:

1. Program ceases to be provided at any time after it starts but before it is completed.
2. Program does not commence on the agreed starting date.
3. Program is not provided in full because of cancellation.

Full Refund of Fees: Instrumental Tuition

Hume Conservatorium may make a full refund of tuition fees, in the following circumstances:

1. Program does not commence.
2. Extenuating circumstances e.g. The student moves to another location making attendance of lessons impractical, medical condition, death etc.

Partial Refund of Fees

Hume Conservatorium may make a partial refund of tuition fees in the following circumstances:

1. If written notice of withdrawal is received from the student at least seven days prior to the

commencement of the term.

2. Extenuating circumstances e.g. The student moves to another location making attendance of lessons impractical, medical condition, death etc.

If a student withdraws from a program or course at any point of any term, Hume Conservatorium will not refund any of the fees paid for that program or course for that term. (*See conditions of enrolment*).

Procedure for Application for Refund

A student who wishes to apply for a refund of tuition fees in accordance with Hume Conservatorium's refund policy and is located at the Hume Conservatorium should do so in writing, addressed to the CEO.

Remittance of Refund

Where practical, all refunds for which a student is eligible will be forwarded to the student within seven days.

Dispute Resolution Procedure

If you disagree with the way Hume Conservatorium has calculated the refund, you may lodge an appeal with the CEO.

Jacqui Smith

CEO

4 January 2022