



TERMS AND CONDITIONS

as at 31 January 2024

Academy Policy

When booking your weekly lesson time, you are committing and securing that day and time for the term.

Cancellations

AJW Drum Academy requires 24 hours notice if a student is unable to attend a lesson. Absences must be advised by [logging into the portal](#) and cancelling your lesson in the calendar. Emails and sms/texts will not be accepted.

Lessons cancelled within 24 hours will be forfeited without a make-up lesson credit being issued. This cancelled lesson remains billable.

When 24 hours notice is provided, a make-up lesson will be provided. A maximum of 4 makeup lessons available per calendar year.

Redeeming Make-up lessons

Make-up lesson credits (for lessons missed due to student cancellation) are offered within [the portal](#).

It is your responsibility to book your make-up lesson. Make-up lesson time slots will become available when other students cancel their lesson time. If you don't see availability at the time you've logged in, please ensure you check back at a later time to book the make-up lesson.

If you are absent from a scheduled make-up lesson for any reason, the make-up lesson credit will be forfeited.

Make-up lesson credits will expire after 90 days if not redeemed.

Payment Policy

New Students - the terms invoice is emailed prior to commencement of lessons. Payment must be made in full prior to the due date. No lessons will commence until payment is received.

Continuing Students - you will receive an invoice at the end of each term for the following terms lessons. Invoices must be paid in full by the due date. Lessons will not commence and your time will not be secured until payment is made.

Payment can be made by EFT or Credit Card. No cash is accepted.

Withdrawal Policy

No refunds will be given for any withdrawals made during the term. Notice must be given before week 9 of the term for withdrawal or the following term's lessons will be charged in full.

By commencing lessons, you acknowledge and agree to adhere to our terms and conditions.