



TERMS AND CONDITIONS 2025

1. General Information

1.1 These terms and conditions govern the arrangement of music lessons at **AJW Drum Academy**.

1.2 By enrolling and starting lessons, the student/parent/guardian agrees to abide by these terms and conditions.

2. Fees and Payment

2.1 Lesson fees are \$50 (including GST) per 30min lesson and invoices will be emailed to your email provided at registration.

2.2 Payment is due 14 days from the invoice date.

2.3 Payment can be made via bank transfer or credit card with all payment methods noted on the invoice.

3. Cancellation and Rescheduling via the online portal (<https://ajwdrumacademy.com.au/my-account/>)

3.1 When 24 hours notice or more is given, a make-up lesson will be issued in your account on the portal.

3.2 Lessons cancelled with less than 24 hours notice will be forfeited without a make-up lesson being issued. This cancelled lesson remains billable.

3.3 Absences must be advised by logging into the portal and cancelling your lesson in the calendar. Emails and sms/texts are not accepted.

3.4 It is recommended to cancel your lesson in the portal as soon as you know you cannot make a lesson. This works two ways - it provides you with a make-up lesson credit to rebook at your earliest convenience and also opens up your lesson spot for others to use their make-up lesson credit.

3.5 If the teacher needs to cancel a lesson, a make-up lesson will be offered or a credit on the following terms invoice will be provided.

4. Absences

4.1 Student Absences (e.g Illness, Injury, or Other Circumstances):

- If a student is unable to attend a lesson due to illness, injury or other personal circumstances, the lesson will still be charged and is non-refundable.
- This policy ensures the student's lesson time is secured and held for their return.
- Make-up lesson credit/s will be issued for those missed lessons, where appropriate notice is given as per section 3.1.
- Please log into the portal (<https://ajwdrumacademy.com.au/my-account/>) and cancel the affected lessons in the calendar at your earliest convenience.

4.2 Student Holidays:

- Lessons missed due to student holidays (during school term) will still be charged and are non-refundable. This policy ensures the student's lesson time is secured and held for their return.
- If a student plans to take a holiday during term, please log into the portal (<https://ajwdrumacademy.com.au/my-account/>) and cancel the affected lessons in the calendar at your earliest convenience.
- Make-up lesson credits will be issued for those missed lessons, where appropriate notice is given as per section 3.1.

4.3 Teacher Absences:

- If a teacher is unable to take a scheduled lesson, adequate notice will be provided and the lesson will either be rescheduled or credited onto the next invoice.

5. Make-up lesson credits via the online portal (<https://ajwdrumacademy.com.au/my-account/>)

5.1 Make-up lesson credits are viewed and redeemed by logging into the portal.

5.2 It is your responsibility to book a make-up lesson by logging into the portal.

- Availability is dependent on other students' cancellations.
- If you don't see suitable availability, please ensure you check back at a later time to book a make-up lesson.

5.3 No credit, refund or additional make-up lesson will be given for a missed make-up lesson.

5.4 Make-up lesson credits will expire after 100 days (from date of issue) if not redeemed.

5.5 Make-up lesson credits are not transferrable into cash refunds and cannot be used to reduce the cost of the following bill or invoice. They provide a convenient option to schedule the entire number of lessons per term and rebook if a scheduling conflict arises.

6. Attendance and Punctuality

6.1 Students are expected to arrive on time for lessons.

6.2 Timing cannot be extended to cater for a student's late arrival.

7. Practice and Progress

7.1 Regular practice is essential for progress. Students are expected to follow their teacher's practice guidelines and come prepared for lessons.

8. Materials and Equipment

8.1 Students must have access to their instrument and any required materials (e.g sheet music, sticks, etc).

8.2 Any additional materials recommended by the instructor will be the responsibility of the student to obtain.

9. Termination of Lessons

9.1 Notice must be given in writing to ajwdrumacademy@mail.com prior to week 8 of the current term for withdrawal.

9.2 Failure to provide notice will result in the following term's lessons being charged in full.

9.3 No refunds will be given for any withdrawals made during the term.

10. Liability

10.1 AJW Drum Academy and its teachers are not responsible for any injuries or damages resulting from the student's participation in lessons or use of equipment.

10.2 Students/parents/guardians accept full responsibility for any risks associated with music lessons at AJW Drum Academy.

11. Privacy

11.1 Any personal information provided to AJW Drum Academy will be kept confidential and used solely for lesson-related purposes.

12. Agreement

12.1 By enrolling and starting lessons, the student/parent/guardian acknowledges that they have read, understood and agree to these terms and conditions.

12.2 AJW Drum Academy reserves the right to update these terms and conditions periodically. Any updates will be communicated in writing to all students/parents/guardians, with reasonable notice provided before the changes take effect.