

TERMS AND CONDITIONS FOR MUSIC IN SCHOOL TUITION PROGRAMME 2021

The following terms and conditions apply to all lesson/class agreements made between Ignite Arts Academy (“IAA”) and its students, parents and/or caregivers.

These Terms and Conditions may be updated from time to time and an updated form will be made available when required. A copy of these terms will also be listed on our website.

1. Term Dates, Public Holidays

1a. Teaching weeks at IAA will roughly adhere to the New Zealand Ministry of Education school terms. There may be occasional differences, and if so, you will be notified of any changes

- Waitangi Day: Monday 8th February 2021
- Good Friday: Friday 2nd April 2021
- Easter Monday: Monday 5th April 2021
- Anzac Day: Monday 26th April 2021
- Queen’s Birthday: Monday 7th June 2021
- Labour Day : Monday 25th October 2021

2. Communications

2a. All correspondence will be sent out to the students/families by email. We will also have notifications as needed listed from time to time on our website.

2b. It is the responsibility of the student/family to make IAA aware of any changes to their contact details. IAA will not be held responsible for any missed communications, late/overdue payments, missed lessons, etc. if this is due to incorrect contact information.

3. Timetabling of classes

3a. Class timetables for each term will be sent to parents and caregivers and to their primary school. New timetables for the following term will be sent out prior, if any changes are required, notification will be sent by email.

3b. The student will be informed of their lesson day, time and date of their first class/lesson before the start of their class, either by email or phone.

3c. No Class changes can be made after the end of the first week of the term classes.

4. Additional Material Costs

4a. Music Books will be provided for students to purchase. These will be charged to the students account.

4.b. If required, musical equipment may be purchased through the IAA shop <https://shop.ignitearts.co.nz/>

5. Absences

5a. Make up lessons are not available if a student is unable to make their class/lesson as the Music Bus comes out only once a week. There may be an opportunity for students to

sit in on an additional class if there is space, please let IAA know at the earliest time possible, either by email, phone or text.

5b. No credits will be given if a student misses a class.

5c. If an unforeseen emergency/situation arises were a student is not able to finish a term, a tuition credit may be given at the discretion of IAA.

5d. Tutor Absences – If the students regular tutor is unavailable to teach, IAA will arrange a cover tutor.

If due to any unforeseen circumstances the Ignite music bus cannot reach your school for a week, then notice will be given of cancelation of that class and a credit will be applied to the student/family account.

6. Duration of the lesson/class agreement

6a. The lesson agreement between IAA and the student/family is a rolling agreement that will continue into each new term through the year.

6b. All invoices will be emailed before the start of each term in respect of the following term classes, until a cancellation notice is received, as discussed below.

7. Cancelling the lesson/class agreement

7a. If the student/family wishes to cancel the lesson/class agreement with IAA, then written notice must be received by IAA no later than 7 days after term invoices have been sent out, or in the case of music keyboard students before the start of the next month. A \$25 cancellation fee will apply to any cancellations after the stated time frame.

7b. Verbal notice given to the tutor will not be considered sufficient notice and must be confirmed in writing/email to the IAA reception.

7c. Exceptions on medical grounds may be made as decided by IAA.

8. Tuition payments

8a. Lessons are billed by the term. An invoice will be sent out to families. Payment is required upfront or can be arranged by direct debit through our payment platform called Ezidebit. This will be split into 2 payments for the term.

9. Tuition Fees and Accounting

9a. Term tuition fees will be billed in full, on a term basis.

9b. A yearly registration fee of \$15 (or \$10 for each additional sibling) will be billed. For students that join part way through the year, the fee may be prorated, depending on the start date.

9c. Music books will be billed as required and cost \$18 each.

9d. Full payment must be received by the due date stated on the invoice unless otherwise agreed with IAA. Payment options are full payment up front, or an Ezidebit payment plan for the term. Any remaining amount due at end of term will incur a late fee penalty of \$30. A student cannot enrol in any classes the following term without all accounts paid in full. If any balance remains unpaid, IAA will attempt to contact and work out a payment plan with the student/family. If this does not resolve the issue, IAA reserves the right to contact a collection agency for any unpaid tuition owed along with any fees incurred by the debt collection.

9e. If the student commences class part way through a term, the remainder of the term classes will be billed in full, and payment received or an EziDebit option.

9f. Upon enrolment, a student/parent/caregiver will be set up with customer portal login. All term fees, invoices, payments and lesson details are accessible there.

9g. Family discounts – If you have multiple family members (living in your household) taking classes a 20% discount will be applied • Discount will be applied against each terms invoice. • Applies only to immediate family members living in the same household.

9h. Credits. If credits have been applied to the family account, they will be automatically applied to the next invoice. Credits will remain on the family account for 12 months. IAA do not process refunds for any credits not used.

10. Photography & Filming

10a. IAA may use film or photos of students for appropriate promotional or training purposes.

10b. You (or your parents if you are under 18 yrs.) must inform IAA in writing at any time if you **do not** allow the use of such images.

11. Health, Safety, Injury & Medical Conditions Policies & Procedures

11.a IAA is not liable for any personal injury sustained or any loss or damage of personal property whilst on the music bus

11.b IAA will aim to provide a safe learning environment to reduce the risk of injury

11.c It is the student, parent/caregiver's responsibility to notify the teacher before the class starts of any prior injury, medical condition or treatment which may prevent a student's full participation in class.

11.d Any first aid will be administered by the school.

11.e If an injury occurs on the Music Bus IAA has a register of Notifiable Events so that records can be made of any injuries should ACC or other government agencies require information in the future.

11.f Music Bus students are under supervision whilst in class time only.

12. Changes to the terms and conditions

12a. The terms and conditions described above are agreed upon enrolment and may be changed at any point by IAA. A copy of the terms and conditions will always be available on our website and can be emailed to the student/family on request.

Contact Details

Address: Ignite Arts Academy 20 Millicich Place, Cambridge 3434

Website: www.ignitearts.co.nz

Facebook: Ignite Arts Academy

For all general inquiries: admin@ignitearts.co.nz

For all account inquiries: accounts@ignitearts.co.nz

To call us during office hours (Monday-Friday 900am-500pm) 0508-244-6483.