

# TERMS AND CONDITIONS FOR TUITION AT IGNITE ARTS ACADEMY 2021

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The following terms and conditions apply to all term lessons/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 will also be listed on our website.

## 1. Term Dates, Public Holidays

1a. Teaching weeks at IAA 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.

1b. IAA will be closed on these following **Public Holidays for 2021:**

- Waitangi Day : Saturday 6 February – Observed on Monday 8<sup>th</sup> February (During Term 1)
- Good Friday : Friday 2<sup>nd</sup> April (During Term 1)
- Easter Monday : Monday 5<sup>th</sup> April (During Term 1)
- Anzac Day: Sunday 25<sup>th</sup> April – Observed Monday 26<sup>th</sup> April (During Term 1 Holidays)
- Queen's Birthday : Monday 7<sup>th</sup> June (During Term 2)
- Labour Day : Monday 25 October (During Term 3)

## 2. Communications

2a. All correspondence will be sent out to the students/families by email. We will also have notifications as needed listed 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 term lessons/classes

3a. All class schedules for dance and drama will be posted on our website before the start of each term, and 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 by the student/family after the end of the first week of the term classes.

## 4. Absences

4a. If a student is unable to make their class/lesson please let IAA know at the earliest time possible, either by email, phone or text. You are welcome to make direct contact with the tutors as well if you choose to.

4b. No credits will be given if a student misses a group class. The option may be given to join with another class of equal level if available. For one-on-one music lessons a catch-up may be arranged, however IAA is not able to guarantee catch-up lessons due to scheduling and tutor availability.

4c. If an unforeseen emergency/situation arises where a student is not able to finish a term, a tuition credit may be given at the discretion of IAA.

4d. Tutor Absences – If the student's tutor is unavailable to teach, IAA will attempt to arrange a cover tutor with as much notice as possible. If this is not possible then notice will be given of cancellation of that lesson/class and a credit will be applied to the student/family account.

## 5. Duration of the lesson/class agreement

5a. The lesson agreement between IAA and the student/family is a rolling agreement that will continue into each new term through the year.

5b. All invoices will be emailed before the start of each term in respect of the following terms lessons/classes, until a cancellation notice is received, as discussed below.

## **6. Cancelling the lesson/class agreement**

6a. If the student/family wishes to cancel the term/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 administration cancellation fee will apply to any cancellations after the stated time frame.

6b. Verbal notice given to the tutor will not be considered as sufficient notice and must be confirmed in writing or email to the IAA reception.

6c. Exceptions on medical grounds may be made as decided by IAA.

## **7. Tuition payments**

7a. An Eftpos machine is available at reception for processing payments. Please note, no credit card payments can be processed at the terminal. Cash payments can also be made at reception.

7b. IAA prefers online/internet banking payments. Our banking details are listed on the invoices for online payment. Payment options including credit card payments are available.

## **8. Tuition Fees and Accounting**

8a. Term tuition fees will be billed in full, on a term basis. For music keyboard students, a monthly fee will be invoiced.

8b. Full payment must be received by the due date stated on the invoice unless payment arrangement has been made. Payment options are full payment up front, or a weekly, fortnightly instalment plan that is agreed upon between IAA and the student/family. Proof of planned payments will need to be provided and given to IAA by the first two weeks of term, and will need to be set up as AP payments. 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.

8c. If the student commences lessons/classes part way through a term, the remainder of the term classes will be billed in full, and payment received or an instalment plan agreed upon, within one week of the invoice being issued.

8d. Credits. If credits have been applied to the family account, they will be automatically be applied to the next invoice. Credits will remain on the account for 12 months. IAA do not process refunds for any credits not used.

8e. Upon enrolment, a student/parent/caregiver will be set up with customer portal login. All term fees, invoices, payments and lesson details are accessible on there.

8f. A yearly administrative fee of \$20 for first family member and \$10 for additional siblings will apply to each student/family account.

8g. Family discounts – If you have multiple family members (living in your household) taking more than two classes per term, we are able to offer a family discount: • 10% discount/enrolled in 3 classes per term • 15% discount/enrolled in 4 classes per term • 20% discount/enrolled in 5 or more classes per term • Discount will be applied against each terms invoice. • Applies only to immediate family members living in same household. • If classes drop below 3 per term, the normal class rate will apply.

8h. Senior discount of 15% for those over age 65.

## **9. Photography & Filming**

9a. IAA may use film or photos of students for appropriate promotional or training purposes.

9b. 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.

## **10. Class Uniform Policy (Dance and Drama)**

10a. All students must be appropriately dressed for class with the correct dance footwear. No primary or secondary school uniforms are to be worn and no excess jewellery is to be worn in class.

10b. All students, except adults, must purchase and wear the correct IAA regulation uniform for their grade and/or genre within the first term of starting classes. Hair should be neatly groomed and secured off the dancer's face.

10c. Any student inappropriately dressed or groomed will not be able to participate in class activities due to health and safety regulations.

10.d All students should bring a water bottle to each class. For health and hygiene reasons the kitchen cannot provide glasses for general use.

## **11. Health, Safety, Injury & Medical Conditions Policies & Procedures (All classes)**

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

11b. IAA will aim to provide a safe learning environment to reduce the risk of injury. It should be recognized by all students, parents/guardians that dance by its very nature carries a risk of injury or accident.

11c. IAA provides qualified and/or experienced dance teachers, who actively promote safe dance practice. This being the case it should be realized that injuries do occur from time to time and students must accept this element of risk.

11d. 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.

11e. A first aid kit is available to any student through their teacher or at reception. IAA does not provide anyone with Panadol or the equivalent or administer any medication without prior written consent from a parent/caregiver.

11f. If an injury occurs at the school 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.

11g. IAA students are under supervision whilst in class time only. While we endeavour to provide a safe environment, staff cannot be responsible for students outside of their allocated class time.

## **12. Examinations, Presentations and Tests (Dance)**

12a. All syllabus for ballet, contemporary, jazz and hip hop are taught with the intention of students working towards sitting an examination during the course of the year. Students will be entered into examinations at the discretion of the teacher in consultation with students and parents/caregivers.

12b. Examination fees and exam rehearsals are in addition to term fees. Exam fees are not refundable except in cases of injury, with a medical certificate and per the syllabus body's own terms and conditions.

## **13. Concert & Costume Policies & Procedures (All classes)**

13a. It is not compulsory for a student to be involved in the annual concert performances, however it is encouraged.

13b. Students participating in the concert are required to attend extra rehearsals, dress rehearsals and all performances.

13c. Parents and caregivers are permitted backstage and in the changing room area if they are an allocated helper for that performance. Non-helpers are asked to leave due to the theatre fire regulations for maximum numbers that are allowed backstage. All children are supervised during concert rehearsals and performances.

13e. A production fee will be included with the Term 4 invoices. This production fee will cover costume creation and other expenses incurred in planning the end of year production. Costumes are the property of IAA.

13f. Any student with unpaid term fees at the time of the concert will not be eligible to participate.

## **14. Changes to the terms and conditions**

14a. 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 Milicich Place, Cambridge 3434

Website: [www.ignitearts.co.nz](http://www.ignitearts.co.nz)

Facebook: Ignite Arts Academy

For all class inquires & changes: [admin@ignitearts.co.nz](mailto:admin@ignitearts.co.nz)

For all general inquires: [info@ignitearts.co.nz](mailto:info@ignitearts.co.nz)

For all account inquires: [accounts@ignitearts.co.nz](mailto:accounts@ignitearts.co.nz)

Office hours are Monday-Friday 900am-500pm

Office Phone: 0508-244-6483.

Alternatively, you may reach the managing directors as below:

Ray Nelson 029-770-6823

Maxine Nelson 022-175-1536