

# TERMS AND CONDITIONS FOR TUITION AT IGNITE ARTS ACADEMY 2023

December 2022

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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 the following **Public Holidays for 2023** :

- Auckland Anniversary Day: Monday 30 January 2023
- Waitangi Day: Monday 6 February 2023
- Good Friday: Friday 7 April 2023
- Easter Monday: Monday 10 April 2023
- Anzac Day: Monday 25<sup>th</sup> April 2023
- King's Birthday: Monday 5 June 2023
- Matariki: Friday 14 July 2023
- Labour Day: Monday 23 October 2023

## 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, a 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 unless deemed necessary by IAA.

## 4. Additional Material Costs

4a. Music books and Homework books will be provided for students to purchase. These will be charged to the student's account at \$24 each. Intro to Music books are \$20.

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

## 5. Refunds/Cancelations

5a. No refunds will be given for class cancellations.

## 6. Absences

6a. Absence from lessons or classes will not be entitled to a makeup, credit, or refund, unless in extenuating circumstances at IAA's discretion.

6b. Tutor Absences – If the student's tutor is unavailable to teach, IAA will arrange a cover tutor with as much notice as possible. If this is not possible then a notice will be given of cancellation of that lesson/class and a credit will be applied to the student/family account.

5d. For all absences, please call the office or email, as early as possible [admin@ignitearts.co.nz](mailto:admin@ignitearts.co.nz)

## 7. Duration of the lesson/class agreement

7a. Rollover bookings: Once the student is enrolled at IAA, the account will automatically create a rollover booking until the end of the current year. Unless IAA receives written confirmation of termination of withdrawal from classes or lessons the student's enrollment will be continued each term.

7b. 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.

7c. All classes will roll over each term (excl Intro to music and Intro to dance). All families not wanting to roll over will need to advise IAA in writing by email too: [admin@ignitearts.co.nz](mailto:admin@ignitearts.co.nz) A cancellation fee of \$35 will be applied to each account as well as any class fees due after the notice period.

## 8. Cancels/Changes to the lesson/class agreement

8a. Any cancellations or changes to rollover enrollments need to be made in writing and received by IAA, **no later than 7 days after the term invoices** have been sent out. Please email the notice to [admin@ignitearts.co.nz](mailto:admin@ignitearts.co.nz) **A \$35 administration fee will apply to any notices given after the stated time frame.**

8b. Verbal cancellations will not be accepted.

8c. Exceptions on medical grounds may be made as decided by IAA.

8d. **Late cancellations/changes after the first week of term classes will be liable for full-term fees.** No term class credits or class changes will be allowed after the first week unless deemed necessary by IAA.

## 9. Tuition payments

9a. An Eftpos machine is available at reception for debit/credit card payments/purchases.

9b. 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.

## 10. Tuition Fees and Accounting

10a. Term tuition fees will be billed in full, on a term basis and sent out to families.

10b. Payment options are:

1. **Full payment received by due date.**

2. **Ezidebit payment plan for two or four installment payments.** All customers using this option will be required to fill out a form with banking details provided to set up payment arrangement.. **A late fee charge of \$35 will be applied to all accounts after the first week of the term if no payment received or payment arrangement has not been set up.** IAA reserves the right to deny classes or lessons to the student if no arrangement has been put in place. IAA also reserves the right to contact a collection agency for any unpaid tuition owed along with any fees incurred by the debt collection.

10c. 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 Ezidebit plan set up, within one week of the invoice being issued.

10d. Credits. If any credits have been applied to the family account, they will be automatically applied to the next invoice. Credits will remain on the account until the end of the calendar year, after which any unused credits will be void. IAA does not process refunds for any unused credits.

10e. Upon enrolment, a student/parent/caregiver will be set up with a customer portal login. All term fees, invoices, payments and lesson details are accessible there.

10f. 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 term's invoice. • Applies only to immediate family members living in the same household. • If classes drop below 3 per term, the normal class rate will apply.

10g. Senior discount of 15% for those over age 65.

## **11. Photography & Filming**

11a. IAA may use film or photos of students for appropriate promotional or training purposes.

11b. 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.

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

12a. 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.

12b. 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.

12c. Any student inappropriately dressed or groomed will not be able to participate in class activities due to health and safety regulations.

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

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

13a. IAA is not liable for any personal injury sustained or any loss or damage of personal property whilst on the premises.

13b. 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.

13c. 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.

13d. 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.

13e. 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.

13f. 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.

13g. 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.

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

14a. All syllabi 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.

14b. 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.

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

15a. It is not compulsory for a student to be involved in the annual concert performances, however, it is encouraged.

15b. Students participating in the concert are required to attend extra rehearsals, dress rehearsals and all performances.

15c. 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.

15e. 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.

15f. Tickets will be charged for our annual end of year concert, to help cover extra costs and expenses (venue hire, staff, ect).

15f. Any student with unpaid term fees at the time of the concert will not be eligible to participate.

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

16a. The terms and conditions described above are agreed upon 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 general inquiries contact **Hannah** at [admin@ignitearts.co.nz](mailto:admin@ignitearts.co.nz)

For all account inquiries contact **Kelli** at [accounts@ignitearts.co.nz](mailto:accounts@ignitearts.co.nz)

For all music class inquires contact **Becky** at [academy@ignitearts.co.nz](mailto:academy@ignitearts.co.nz)

For all dance/musical theatre class inquiries contact **Polina** at [academy@ignitearts.co.nz](mailto:academy@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