

Terms & Conditions – Anna Lee School of Dance

Before reading the Terms and Conditions below we wish to make a very important point. We do understand that it can be hard to pay fees by the due date and we wish to let you know that we are sympathetic and not unreasonable. Please do not hesitate to contact us if you cannot make the deadline, as we are happy to help you set up regular payments if you cannot pay the term fees all at once. In the past a very high number of fees have been paid late and a lot of administration time has been spent on chasing up payments. The most important point is that if you need more time to pay the fees then please **communicate** with us before we contact you. It makes all the difference. The policies below apply where fees become overdue and there has been no communication with us and no payment arrangement agreed to.

i) Fees

1. Fees are payable by the due date as set out on your invoice, which is within the first week or two of the start of terms 2, 3, and 4. The due date in term 1 will be about week 3 or 4 of the term as we wait until the new enrolments have been processed in our accounting system before distributing the invoices for the whole school.
2. You are entitled to a discount of \$25.00 off the invoiced amount if you pay by the due date.
3. Tuition Fees cover eight weeks per term. Our term fee structure therefore allows for sickness, public holidays and unforeseen circumstances, as most school terms are 9 or 10 weeks long.
4. New students are welcome to treat their first lesson as a trial. If they do not continue after one lesson then there will be no charge. If they continue to attend lessons then the first lesson is treated as a paid lesson and is covered by the term fee.
5. A term fee that is not paid more than 21 days after the due date for payment may result in an Administration Charge of \$30.00 being charged at our discretion. A further Administration Charge of \$30.00 may also be charged, at our discretion, every time a Statement of Overdue Accounts is sent out for an overdue invoice.
6. Our term fees have discounts for those who pay promptly, and also for any students taking more than one class, thus we do not offer family discounts as well.
7. We strongly advise against making payments in cash. We accept no responsibility for any cash that may go astray, in spite of our best endeavors to ensure that this does not happen.
8. Interest may be charged at our discretion at 3% above current ANZ Indicator Lending Rate on overdue accounts until payment is received together with all collection and legal costs expended in enforcing payment of the overdue accounts.
9. If a term fee, or part thereof, remains unpaid as at the first day of a new term then we reserve the right to exclude the pupil concerned from all classes until all overdue fees are paid. The fee for the new term would also be required to be paid by the new term's due date in order for the pupil to recommence classes. In these circumstances, we may request that payment be made by credit card.

ii) Refund Policy

1. After the commencement of attendance at classes, no refund will be given to students except in rare and exceptional circumstances.
2. Due to our full timetable and limited availability of teachers and studios, it may be impossible to make up every lesson missed due to public holidays. However, our timetable does offer equivalent levels of classes held on different days, often at different venues, which you are welcome to attend.

iii) Withdrawing from Classes

Please read the following to make sure you do not incur any unnecessary charges. Please also understand that some classes have waiting lists and small classes may not be viable to continue if numbers get too low so we need to be in a position to make adjustments to classes and the timetable, if necessary, before a new term starts:

1. If a student wishes to cease attending their lessons after attending one or more classes then this must be advised in writing or by email, giving at least two weeks' notice. (This does not apply to new students who attend one class and then decide not to continue).
2. If you withdraw from classes by the end of the current term you will not be charged any of the following term's fees
3. If you advise us that you have withdrawn from classes but you advise us after the new term has started, then you may be charged 50% of that term's fees.
4. For existing students once your child has attended one class in the new term, and then withdraws from classes, you may still be liable to be charged the full term's fees.

Please visit our website at www.annaleeschoolofdance.co.nz for more policies and procedures.