

PAYMENT OPTIONS

By Mail:

Enclose a Cheque/Money Order or your Credit Card details on the remittance advice slip in an envelope and post to:

Riverina Conservatorium of Music
PO Box 7290, Mount Austin, NSW, 2650

In Person:

Call into our office situated at Charles Sturt University, South Campus, Blakemore Building, College Avenue, Mount Austin, Wagga Wagga. The RCM will accept Cash, Cheque, Money Order, Credit Card (Mastercard & Visa only) & EFTPOS can be accepted during office hours
[MONDAY-FRIDAY 10.00am – 6.00pm]

By Telephone:

Credit Card payments may be made over the phone by calling 02 6925 3522

By Direct Deposit or Internet Banking: (Note: This is NOT BPAY)

Bank: Beyond Bank
Account Name: Riverina Conservatorium of Music
BSB No: 325 : 185
Account No: 38713623
Reference No: **Please quote your invoice number to ensure correct processing of this payment (Leave off #000 if there are too many numbers)**

Visit Allison Music:

Cash and Cheque payments may also be made at Allison Music, 85 Forsyth St, Wagga Wagga.

Customer Payment Plan:

Payment plan options are available. Please visit our office during office hours for more details. **Monday to Friday 10.00am-6.00pm**
CSU South Campus, College Avenue, Mount Austin, Wagga Wagga NSW.

PLEASE DO NOT GIVE CASH TO TEACHERS

PLEASE DO NOT POST CASH THROUGH THE MAIL

Riverina Conservatorium of Music is the region's leading Institution for music education and music making. It is Supported by the Department of Education and Charles Sturt University.



Blakemore Building
CSU South Campus College Avenue
Wagga Wagga NSW 2650
PO Box 7290 Mt Austin NSW 2650
Phone: (02) 6925 3522
Email: admin@rivconmusic.nsw.edu.au

TERMS AND CONDITIONS OF ENROLMENT for Fin Yr 2019/2020

Full version of The RCM Policies and Terms & Conditions available on:

www.rivconmusic.nsw.edu.au

Office Hours: MONDAY- FRIDAY 10.00AM—6.00PM

STANDARD SCHEDULE OF FEES

Lesson Length	Individual Lesson	Shared Tuition	Travel Fees
20min	\$27.90	-	Travel fee up to 60kms outside Wagga Wagga
30min	\$38.90	\$19.90	\$2.80 per lesson
45min	\$56.80	\$29.50	60 to 100kms outside Wagga Wagga
60min	\$75.90	\$39.00	\$5.50 per lesson

SCHEDULE OF FEES - MUSIC CRAFT

Lesson length	Music Craft Groups per Term
30 min	\$78.00
45 min	\$119.50
60 min	\$155.50

Administration Fee per student per term \$10.00

Please note fees are reviewed each Financial Year

INTRODUCTION TO ENROLMENT

Your Enrolment Form gives the Riverina Conservatorium of Music (RCM) all the information needed and is valid for the period you are a currently active enrolled student of the RCM. Should any of the information you have completed on the Enrolment Form change during this time, you must let the RCM Administration know as soon as possible.

Please refer to the Riverina Conservatorium of Music website for full details of Enrolment Terms & Conditions and the RCM Policy.

IMPORTANT TERMS & CONDITIONS FROM THE POLICY TO BE FAMILIAR WITH:

■ LESSON ENROLMENT

No person may engage the RCM in any Music Education without being a currently active enrolled student of the RCM. To become a currently active enrolled student you must have completed an enrolment form and paid all fees due. An Enrollment form can be collected from the RCM Office, downloaded or electronically submitted from the RCM website.

Note: This form must be signed by the parent/guardian if the **student is under 18 years of age**. By signing the RCM enrolment form you agree to you or your enrolled child's print or electronic image being used for promotional purposes of the Riverina Conservatorium of Music.

■ LESSON COMMENCEMENT

Lessons may only commence after the student has become a currently active enrolled student of the RCM (ie. a valid Enrolment Form has been completed and accounts settled). The RCM Administrator reserves the right to deny any student lesson commencement where these conditions are not satisfied.

■ PAYMENT OF ACCOUNTS

ALL FEES ARE PAYABLE BEFORE LESSONS COMMENCE EACH TERM.

Customer Payment Plan Forms are available, please contact Admin for further information. A separate Customer Payment Plan for must be completed for each Term's Account. The RCM Head of Finance reserves the right to decline a Customer Payment Plan Form where that customer has previously defaulted on a Customer Payment Plan.

Failure to comply with RCM Policy regarding full payment of your fees will result in suspension of being a currently active enrolled student, your account being sent to a debt collection service and your account may also be charged with any associated recovery cost.

■ LESSON CESSATION

IMPORTANT: Parents must inform the RCM Administration office & Teacher prior to the end of the current RCM term if lessons will not be continued into the following term or year.

- ♪ A student may not cease lessons after Week Two of any RCM term unless exceptional circumstances apply - as determined by the RCM Head of Finance.

PLEASE NOTE: A two weeks notice period will apply to ALL cessation occurrences.

- ♪ Where lesson cessation is the result of the RCM teacher, a replacement teacher or refund may be provided as determined by the RCM Head of Finance.
- ♪ Students in Shared Lessons must pay for the full term. NO REFUNDS are given to a single student for the non completion of shared lessons for the term or where a single child is absent for any reason except under special circumstances as determined by the Head of Finance.
- ♪ The RCM Head of Finance reserves the right to arrange payment plans in order to facilitate lesson delivery where there are specific financial circumstances.

■ MISSED LESSON RESPONSIBILITIES

- ♪ Notification must be given to the RCM Teacher of any known future absences. Please note this includes absences due to SCHOOL ACTIVITIES.
- ♪ 24 HOURS NOTICE is essential to entitle a make-up lesson to be given, where 24 hours notice is not given the right to a make-up lesson is forfeited.
- ♪ Students will be entitled to a Make up lesson where the teacher is away for any reason. **Note: Under The National Employment Standards (NES), contracted salaried staff members are entitled to pro-rated sick leave and therefore credits may be applied to a students account under these circumstances as determined by the Head of Finance.**
- ♪ Only TWO make-up lesson times need to be offered by the RCM Teacher after which make-up lessons will be forfeited.
- ♪ **Shared lessons** - make up lessons are not applicable to shared lessons unless both parties have given notice as listed above. Where one party attends the lesson then that lesson is deemed to be conducted and therefore completed.

■ CREDIT POLICY

In general NO Credits will be given. Under exceptional circumstances the RCM Head of Finance may authorize credits. Please contact the RCM Head of Finance to discuss.

■ INSTRUMENT HIRE

The RCM has a large range of instruments for hire to RCM enrolled students. Hire fees are added to each terms invoice which is payable in advance.

To hire an instrument, you must call at our office and complete an Instrument Hire Agreement form. This must be signed by the parent/guardian of any student who is under 18 years of age. Identification documentation is required.

Term hire fee entitles the hirer to the use of the Instrument for one teaching term and will be charged each term until the instrument is returned. These fees are non-refundable.

Detailed conditions concerning Instrument Hire are outlined on the Instrument Hire Agreement form.

The student/Parent/Guardian is fully responsible for the value of the Instrument if it is lost, stolen or damaged. It is recommended to have the Instrument listed in the Householders Insurance Policy as a Portable Specified Item.