



LITTLE MUZOS TERMS & CONDITIONS (2026)

Effective 1 January 2026

1. Enrolment & Registration

- All new students must be registered through the online registration form on the Little Muzos website prior to commencing lessons.
- **A one-off, non-refundable \$30 Registration Fee** applies when a student enrolls. This fee covers the student's starter pack: initial textbooks, a protection sleeve and a student name badge.
- As part of registration, parents and carers set up a direct debit authority for the payment of program fees (see Section 3), and provide student details including any medical information we should be aware of.
- Enrolment continues into the following school year automatically unless written notice is provided in accordance with the withdrawal policy in Section 8.
- By completing the registration form, families agree to abide by these Terms & Conditions and all related Little Muzos policies.

2. Annual Fee Review

- Little Muzos reviews its fees annually and may adjust pricing in line with operational costs and industry standards. Any changes will be communicated to families in advance and take effect from the start of the new school year.
- At the beginning of each year, families receive an email detailing the year's tuition fees and any applicable instrument hire costs before the first payment is collected.

3. Fees, Billing & Payments

- The cost of the program is **\$39.80 (inc GST) per fortnight**, plus instrument hire where applicable (see Section 4).
- Fees are collected by direct debit in equal fortnightly instalments, starting in Week 2 of Term 1 and continuing through to the second-last teaching fortnight of Term 4.
- **Payments continue through the autumn, winter and spring school holidays.** There are no payments over the summer break. This keeps every payment the same amount all year rather than varying term by term.
- Ongoing enrolment is a commitment to the school year's program, billed fortnightly for convenience..

3.1 Direct Debit

- Direct debit payments are processed securely by GoCardless via BECS (Australian bank account) Direct Debit. When the payment schedule is created, GoCardless sends a notification email listing every payment date and amount for the year.
- By setting up the direct debit, parents and carers authorise Little Muzos, through GoCardless, to debit the nominated bank account for program fees, instrument hire and any other agreed charges in accordance with these Terms & Conditions.
- Direct debit payments can take several business days to clear; a payment may show as pending before it is confirmed.
- Little Muzos absorbs the direct debit fees and charges, there are no additional customer-side processing fees.



- Parents and carers are responsible for ensuring the nominated account can accept direct debits and holds sufficient cleared funds on each scheduled payment date.

3.2 Creative Kids Vouchers

- Little Muzos accepts NSW Creative Kids vouchers. Vouchers may be submitted at any time and are applied against upcoming instalments — the payment schedule is adjusted and an updated schedule notification is sent.

3.3 Failed Payments & Outstanding Fees

- If a payment fails or is dishonoured, parents and carers are responsible for arranging payment of the outstanding amount promptly.
- **Where fees remain overdue for 2 weeks**, Little Muzos assumes that the parent or caregiver has removed permission for their child to attend lessons. **The student will be returned to class.**
- Bank dishonour or failed-payment charges incurred by Little Muzos may be passed on where applicable.

3.4 Other Payment Methods

- Direct debit is the preferred payment method. Alternative arrangements may be approved on request by contacting us directly, and may incur a processing and administration fee.

3.5 Security of Payment Information

- Payment details are captured and stored securely by GoCardless or Stripe. Little Muzos does not store bank account details at any time.

4. Instrument Hire

- Instrument hire is charged as a yearly rate, billed within the fortnightly instalments, in addition to program fees. Current hire pricing is published on the Little Muzos website.
- Consumable items the instrument needs (such as reeds, cork grease and valve oil) are supplied with the initial hire. Reasonable resupply is included in the rental agreement. Excessive damage, loss or use of consumables may incur additional charges.
- Students who own their instrument purchase their own consumables; these are available on the Little Muzos online store.
- Students are expected to take care of their hired instrument, including keeping it clean and tidy; some instruments require regular cleaning. Details are provided with the rental agreement.
- All hired instruments remain the property of Little Muzos and must be returned on withdrawal from the program (see Section 8).

5. Lessons & Program Delivery

- Lessons are small-group instrumental lessons held at the student's school or centre. Lesson times are arranged directly with the school and classroom teachers.
- Students are grouped with others of a similar skill level and may be re-grouped through the year as they progress.
- For band instruments, attendance at before-school band is essential. Band lessons are provided to Instrumental Program students at no additional cost.
- Lessons follow the school calendar. Lessons do not run on public holidays, pupil-free days or during school holidays.
- Lessons start and finish at the scheduled time; supervision outside the lesson is the responsibility of the school's normal arrangements.



6. Attendance & Missed Lessons

- Please notify us of planned absences as early as possible at admin@littlemuzos.com.au.
- To keep the program as affordable as possible, make-up lessons for student absences can be arranged only where timetabling permits; due to school scheduling requirements this is generally not possible.
- If a tutor is absent and a substitute cannot be arranged, the lesson will be rescheduled or credited.

7. Withdrawal from the Program

- **Two weeks' written notice** (email admin@littlemuzos.com.au) **and the return of all hired instruments** are required to withdraw from the program.
- Your final direct debit payment will be the next scheduled payment after both conditions are met; remaining payments are then cancelled.
- Enrolment into the following year is otherwise assumed and continues under the same arrangements.

8. Photography & Media Consent

- Written parental consent is required before photographs or video recordings of students are taken or used.
- Images are used only for approved Little Muzos educational or promotional purposes and are never published with student names attached.

9. Child Safety & Compliance

- Little Muzos adheres to the NSW Child Safe Standards and the requirements of the Children's Guardian Act 2019.
- All tutors hold verified Working With Children Check (WWCC) clearances.
- Lessons are delivered on school premises within each school's own child-safety framework.

10. Medical Information

- Medical information provided at registration (allergies, conditions, medications) is recorded on the student's record and made visible to their tutor on a need-to-know basis.
- Parents and carers are responsible for keeping this information current by advising us of any changes.
- Music lessons are provided as educational services; families remain responsible for arranging any specialist, therapeutic or funded supports.

11. Property & Liability

- Little Muzos is not responsible for loss of or damage to personal belongings brought to lessons or workshops.
- Students must treat all instruments and equipment with care and respect.

12. Communication

- For enrolment, withdrawal, scheduling, payments or policy questions, contact admin@littlemuzos.com.au or phone **0485 068 967**.
- Tutor–parent communication is limited to lesson-related matters (progress, practice guidance) and must remain professional, respectful and child-safe; tutors do not contact students directly.



- Personal social media or private accounts are not used for lesson-related communication.

13. Privacy & Data Protection

- Little Muzos collects and stores personal information for the purposes of providing music tuition, managing enrolments, billing, maintaining accurate student records and meeting child-safety and legal obligations.
- We use secure third-party platforms for operations: GoCardless (direct debit processing), Stipe (credit card processing), Xero (invoicing and accounts) and our website store for registrations and purchases. Payment processing details are set out in Section 3.
- Access to student information is restricted to authorised Little Muzos personnel and, where relevant, tutors on a need-to-know basis.
- Personal and contact information is not shared with external parties unless required for operational, legal, child-safety or law-enforcement purposes.

14. Policy Updates & Disputes

- Little Muzos may update these terms and its policies from time to time; the current version is always available on the website and on request.
- Any disputes regarding fees, credits or attendance will be handled by Little Muzos management in accordance with these Terms & Conditions.

Little Muzos · admin@littlemuzos.com.au · 0485 068 967 · www.littlemuzos.com.au