

# 2025 JAM Terms and Conditions | Cancellation Policy

## Private Tuition - \$55.00 (inc. GST) per 30-minute lesson

- These are private one-to-one lessons.
- JAM requires 24 hours notice if a student is unable to attend a lesson. Absences MUST be advised via either the JAM Portal or via email: [info@jam.nsw.edu.au](mailto:info@jam.nsw.edu.au).
- When 24 hrs notice is provided, JAM will provide one (1) makeup lesson per JAM school term, which must be scheduled and taken during the same school term.
- Makeup lessons may be delivered in person or online.
- Makeup lessons will not be carried forward to the next term.
- In the event of further student absence, your JAM tutor will provide a short instructional video with some lesson notes and information on practice for your lesson the following week. These absences remain billable.
- If JAM or your tutor cancels a lesson and no substitute tutor can be arranged, your JAM tutor will attempt to offer an alternate time to deliver this lesson. If no time can be agreed upon within the term, your JAM account will be fully credited and will be applied to your invoice for the following term.
- JAM tutors may also deliver lessons online if they are not able to deliver them in person in the studio.
- JAM does not offer refunds for change of mind.
- JAM lessons are not transferable.

## Semi-Private Tuition - \$42.50 (inc. GST) per 30-minute lesson

- A total of 2 students learning the same instrument is required to run a semi-private lesson.
- JAM requires 24 hours notice if a student is unable to attend a lesson. Absences MUST be advised via either the JAM Portal or via email: [info@jam.nsw.edu.au](mailto:info@jam.nsw.edu.au).
- We are unable to provide refunds or a makeup lesson if you are unable to attend a scheduled semi-private lesson.
- If your JAM tutor is unable to deliver a semi-private lesson, a substitute tutor will deliver the lesson.
- If JAM or your tutor cancels a lesson and no substitute tutor can be arranged, your JAM account will be fully credited for that lesson and applied to your invoice for the following term.
- JAM does not offer refunds for change of mind.
- Lessons are not transferable.

## Group Tuition - \$30.00 (inc. GST) per 30-minute lesson

- A minimum of 3 and up to 4 students learning the same instrument is required to run a group lesson otherwise the lesson will not proceed.
- JAM requires 24 hours notice if a student is unable to attend a lesson. Absences MUST be advised via either the JAM Portal or via email: [info@jam.nsw.edu.au](mailto:info@jam.nsw.edu.au).
- We are unable to provide refunds or a makeup lesson if you are unable to attend a scheduled group lesson.
- If your JAM tutor is unable to deliver a group lesson, a substitute tutor will deliver the lesson.
- If JAM or your tutor cancels a lesson and no substitute tutor can be arranged, your JAM account will be fully credited for that lesson and applied to your invoice for the following term.
- JAM does not offer refunds for change of mind.
- Lessons are not transferable.

## Casual Private Tuition - \$60.00 (inc. GST) per 30-minute lesson

- Full payment is required upon booking a casual lesson.
- JAM requires 24 hours notice via [info@jam.nsw.edu.au](mailto:info@jam.nsw.edu.au) if you are unable to attend a booked casual lesson. The lesson will then be rescheduled to the next available time.
- If JAM cancels a lesson, we will notify you and reschedule your lesson to the next available time.
- We do not offer refunds for change of mind.
- Lessons are not transferable.

## Enrolment Deposit, Registration Fee and Enrolment Cancellation

- Enrolments for weekly, term-based tuition, are only secured once a \$125.00 fully-refundable enrolment deposit is paid.
- Full payment of student tuition fees is required before the student's first lesson each term.
- A one-off \$22.00 registration fee (non-refundable) applies to each new enrolment for private, semi-private, group, and casual tuition.
- Registration enables access to the JAM Portal and includes studio information emails.
- To cancel the enrolment for the following term, simply inform JAM by giving fourteen (14) days notice in writing before the end of the current JAM school term, email: [info@jam.nsw.edu.au](mailto:info@jam.nsw.edu.au). Upon receipt of fourteen (14) days notice in writing before the end of the JAM school term, JAM will authorise the \$125.00 enrolment deposit refund at the end of term following the student's final lesson.

## Payment of Tuition Fees

- If you are unable to pay full term fees upon booking private, semi-private or group tuition, please contact JAM via [info@jam.nsw.edu.au](mailto:info@jam.nsw.edu.au) or phone (02) 8054 8700 to discuss payment options.

## Payment methods:

### Direct Deposit (preferred):

Sydney Music Education Pty LTD ATF The Walder Jeffries Trust  
Commonwealth Bank of Australia  
BSB: 062-233 | ACC: 1052 4828

**Reference: PLEASE INCLUDE YOUR INVOICE NUMBER with your payment**

**Credit Card** via our online portal (click directly from your invoice) will attract an online convenience fee of 1.75%

## Jeffries Academy of Music

**T:** +61 2 8054-8700

**E:** [info@jam.nsw.edu.au](mailto:info@jam.nsw.edu.au)

**W:** [www.jam.nsw.edu.au](http://www.jam.nsw.edu.au)

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- We are unable to provide refunds or a makeup lesson if you are unable to attend a scheduled semi-private lesson.
- If your JAM tutor is unable to deliver a semi-private lesson, a substitute tutor will deliver the lesson.
- If JAM or your tutor cancels a lesson and no substitute tutor can be arranged, your JAM account will be fully credited for that lesson and applied to your invoice for the following term.
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- We are unable to provide refunds or a makeup lesson if you are unable to attend a scheduled group lesson.
- If your JAM tutor is unable to deliver a group lesson, a substitute tutor will deliver the lesson.
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- JAM requires 24 hours notice via [info@jam.nsw.edu.au](mailto:info@jam.nsw.edu.au) if you are unable to attend a booked casual lesson. The lesson will then be rescheduled to the next available time.
- If JAM cancels a lesson, we will notify you and reschedule your lesson to the next available time.
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## **Payment Methods:**

### **Direct Deposit (preferred) - Sydney Music Education Pty LTD ATF The Walder Jeffries Trust**

Commonwealth Bank of Australia  
BSB: 062-233 | ACC: 1052 4828

**Reference: PLEASE INCLUDE YOUR INVOICE NUMBER with your payment**

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