I S M
TURRAMURRA

Enrolment Agreement

International School of Music Turramurra, November 2026

Please read this agreement before your child starts. It sets out how lessons, fees and makeups work at ISM, so you know where you stand from the start. By enrolling your child at ISM, or continuing lessons, you're agreeing to these terms. In this agreement, ISM means International School of Music Turramurra Pty Ltd (ABN 33 677 541 089), and you means the parent or carer who enrols the student and is responsible for the fees. If two of you enrol, you're each responsible for the full fees. If you're enrolling as an adult student, everything here that says your child applies to you.

The key rules

- Fees are due the week before term starts. Invoices go out by email in advance.
- No pro rating or credits. Fees aren't reduced for missed lessons, holidays or leaving partway through a term.
- One makeup per term for private lessons, including for sickness.
- Group classes don't have makeups. The teacher sends the week's homework, and we'll try to fit your child into another class at the same level that week if there's space.
- Tell the office at least 12 hours before any lesson your child will miss. Without that notice, a private lesson can't be made up.
- Use makeups by the end of the following term. After that they lapse.
- Unused makeups are forfeited if your child leaves.
- Four weeks' written notice to the office to stop lessons. If it arrives later than four weeks before the end of term, your child stays enrolled for the next term and those fees are payable.

Enrolment

Your child's place and weekly lesson time carry over from term to term. We'll invoice you for each new term in advance, and the enrolment continues until you tell the office in writing that you'd like to stop. ISM terms follow the NSW public school terms. The term dates and the number of lessons

in the term are shown on your invoice. A student who starts partway through a term is invoiced for the lessons left in it. Students bring their own instrument to lessons, unless it's one we keep in the studio, like the piano.

Fees

We'll email your invoice for the coming term in advance, and fees are due the week before the term starts. The due date is on the invoice. Anything still unpaid after the due date attracts a one off late payment fee of 5% of the overdue amount. Unpaid amounts, including the fee, carry onto your next invoice, and we may pause lessons until the account is settled. If you paid for a trial lesson before enrolling, it's credited against your first invoice.

Term fees cover the full term. We don't pro rate fees or give credits for family holidays, absences or any other reason on your side, and a student who stops partway through a term is charged for the whole term.

Books, music downloads, AMEB exam fees and concert costs are additional to term fees and are invoiced as they come up. Our books are written for the ISM courses and licensed to ISM, so every group student needs their own current book (younger siblings can't use an older sibling's book), and books are only supplied through ISM, never as PDFs or digital copies.

Fees are reviewed once a year. We'll tell you about any change at least four weeks before the end of Term 4, so you can decide before the notice deadline for Term 1.

Missed lessons and makeups

If your child can't make a lesson, tell the office as soon as you know. A phone message or an email is fine. The timetable is what keeps the school running, and a late change affects the teacher and the other students in that time slot.

Missed lessons aren't refunded or credited. Instead, every private student can have one makeup lesson per term, including for sickness, as long as the office hears from you at least 12 hours before the lesson starts. A lesson missed without that notice can't be made up. Your child's teacher may offer an extra makeup in special circumstances, but that's at the teacher's discretion, isn't guaranteed and is booked through the office.

Makeups work differently for private lessons and group classes.

Private lessons

The office books the makeup at a time your child's teacher has free. If the teacher has no space, the makeup may be with another teacher.

A few things to know about private lesson makeups:

- They need to be used by the end of the following term. After that they lapse.
- A makeup that's missed is forfeited and can't be rescheduled again.
- They have no cash value and can't be refunded, transferred to another student or credited against fees.
- If your child leaves ISM, any unused makeups are forfeited.

Group classes

Group classes don't have makeup lessons. If your child misses a class, the teacher sends the homework for that week so they don't fall behind. If there's a suitable class at the same level in the same week, we'll try to fit your child in, but that depends on space and isn't guaranteed.

If ISM has to cancel a lesson, for example because the teacher is unwell, we'll arrange a substitute teacher. If no substitute is available, we'll credit that lesson to your next invoice.

Leaving ISM

If you'd like to stop lessons, please give the office at least four weeks' written notice. An email to info@ismturramurra.com.au is fine. Telling your child's teacher isn't enough, because teachers don't manage enrolments.

Notice needs to reach the office at least four weeks before the end of the current term. If it arrives later than that, your child stays enrolled for the following term, those fees are payable and lessons go ahead as usual. No refund is given for the balance of a term once it has started, unless ISM can't provide the lessons, and unused makeups are forfeited when a student leaves. If something serious happens, like a long illness or a move away, talk to the office.

We may end an enrolment with four weeks' notice, or straight away if fees stay unpaid after a reminder or a student's or parent's behaviour makes lessons unworkable. Either way, we refund any fees paid for lessons not yet given.

Nothing in this agreement limits your rights under the Australian Consumer Law.

Lessons are booked through ISM

All lessons for ISM students are arranged and invoiced through the office. Our teachers are engaged on terms that don't allow them to teach ISM students privately outside the school, so please don't ask a teacher for lessons on the side. If you'd like extra lessons, a different time or a different teacher, talk to the office and we'll sort it out. Teachers are allocated by ISM and can change. If your child's teacher leaves or their lesson time has to change, we'll offer another teacher or time. If that doesn't suit, you can stop without the usual notice and we'll refund the lessons left in the term.

Parents, siblings and supervision

In group classes, a parent or carer takes part in the lesson with children up to 5 years old. After that, staying is up to you. Parents don't need to sit in on private lessons.

Please drop your child off and collect them at their lesson times. We're not able to supervise students before or after a lesson, and for insurance reasons students can only be in a studio when a teacher is present. Instruments and belongings are your responsibility while at ISM, and we're not liable for loss or damage to them unless we caused it.

Younger siblings are welcome at the morning preschool classes but not at after school classes, where they distract the students and the teacher.

Photos and video

We sometimes take photos and video at lessons and concerts for ISM's website and social media. If you'd rather your child wasn't included, tell the office and we'll make sure they're left out. You can change your mind at any time.

Keeping in touch

Email is how we send invoices, term dates and notices, so please keep your email address and phone number up to date with the office. If you need us outside office hours, email or leave a message and we'll get back to you. If we update these terms, we'll email you before the change applies, and if you'd rather not continue under the new terms, you can stop lessons before they start without the usual notice period.

If you're happy with these terms, we look forward to teaching your child at ISM.

02 9983 9460 | info@ismturramurra.com.au | ismturramurra.com.au