

General

Outlined here are the terms and conditions of all enrolments at Verve Studios. By enrolling in a course you agree to and are bound by the terms and conditions outlined below.

Attendance

Each course requires a minimum of 80% attendance. Less than 80% attendance without a valid reason could result in not receiving a Certificate of Completion.

Issuance of Certificate of Completion

Each course has a specific set of requirements that must be met to receive a certificate of completion. These requirements usually include minimum attendance, completion of all set tasks and participation in performances, etc. Only when you have received a Certificate of Completion can you publicly state that you have completed the course (ie on your CV, etc).

Behaviour

Verve Studios reserves the right to suspend a participant's involvement due to inappropriate or offensive behaviour.

Scheduling

All class and rehearsal schedules are subject to change. We will give students as much notice of these changes as possible. Changes to advertised teaching staff may occur from time to time. If this occurs, Verve Studios will replace the advertised teacher with a staff member of a similar calibre.

Payment of Fees

All fees are payable prior to the beginning of a course. Late payment of fees may incur interest or the suspension of your enrolment. Fees are non refundable once a course begins. With courses that are ongoing, the undertaking of the rehearsal process, current term or maintaining enrolment past the due date of an instalment implies commitment to that project, term and/or block, including financial commitment. In the case of one year courses, payments made are non refundable once the course or payment period begins. If you are experiencing financial hardship, please contact us to discuss a payment arrangement.

Withdrawing from a course

Short Courses – in the event that a participant withdraws prior to the commencement of the course, fees will be refunded less 50% administration fee. **There are no refunds once the course has commenced.**

One Year Courses – All one year courses consist of 4 x 10 week terms (approx). If a student wishes to withdraw and has paid, there is no refund once the course has begun. If the student is paying in instalments, there is no refund for terms already paid for. The undertaking of the rehearsal process, current term or maintaining enrolment past the due date of an instalment implies commitment to that project, term and/or block, including financial commitment.

Refunds

If a refund is approved by the General Manager and/or Artistic Director, a cheque will be issued within 30 days of refund approval.

Credit

If a credit is approved by the General Manager and/or Artistic Director, a credit note will be issued via the accounts person. It will include details of the credit and the name of the authorising person. It will also include conditions of credit.

Conditions of Credit

- *The credit will only be valid for 12 months from the date of issue.*
- *Course enrolment will be subject to availability.*
- *This credit cannot be used for private sessions and/or tutorials.*

Private Tuition

All private tuition must be paid for at the time of the appointment. Payments can be made by cash, cheque, money order, VISA or Mastercard. Cancellations of a pre booked lesson with less than 24 hours notice, will incur a cancellation fee of 50% of the lesson cost.

Cancellations of a pre booked lesson with less than 2 hours notice or a missed appointment will incur a missed appointment fee of 100% of the lesson cost.

Overdue Payments

Verve Studios payment terms are clearly outlined on all invoices. Late payment of fees may incur interest charges, the non inclusion in performances and/or suspension of enrolment. Every effort will be made to remind students of overdue or outstanding payments however **in the event that outstanding fees are referred to a debt collection agency, additional charges will apply.** If you are experiencing financial hardship, please contact us to discuss a payment arrangement.

Credit Card Payments

Verve Studios accepts Visa and Mastercard. For us to be able to accept payments via your credit card we need to have a signed credit card authorisation form. These are available on our enrolment form (first payment/term) or here ([click here for a credit card authorisation form](#)).

Staff

Verve Studios employs some of the best teachers and trainers available in Melbourne. They all have a strong commitment to and passion for their craft and the teaching of it. Every member of staff possess the highest level of professionalism and commit to treating all students equally and with respect. It is a requirement of enrolment that students afford the same level of respect to all staff. If a staff member gives you their personal number, it is only to be used to inform them of late or non attendance to that relevant class. If you are absent for a class, the staff member will go over what was covered only if they have the time and only in class time. Please respect the privacy of staff.

GST

All course fees include GST.

Personal Information

Your personal information is retained according to a strict confidentiality policy. When giving your personal details to Verve Studios you are automatically placed on our database and may receive information from us from time to time. You have the right to be removed from this mailing list at any time upon written request. We respect your privacy and as such will not sell or reveal your personal information to a 3rd party.

Copyright

Verve Studios reserves the right to use any images of you obtained through class activities and/or performances for promotional purposes. All creative product remains the property of Verve Studios and can only be used with the express permission of the Artistic Director.