

 **Fee policy****Payment of fees**

1. Fees for tutorial programs and workshops should be paid in a single instalment and by the due date, which always falls *before* the first class of each term or workshop. The due date for payments of fees is listed on the MFE website, in MFE newsletters, in re-enrolment information sent to members, and is also displayed on the MFE noticeboard. Participants cannot commence classes if fees have not been paid in full, unless the MFE Artistic Director/CEO has approved a fee variation, as in Rules 2, 9 and 10.
2. Where a member is experiencing genuine hardship with payments, he or she may apply to the MFE Artistic Director/CEO in writing *before* the due date of enrolment for a variation of fees. The members should also submit their completed enrolment form with full program details when making this application.
3. Where full payment has not been received by the due date and no such request submitted, MFE reserves the right to cancel or refuse the enrolment.
4. For enrolments received after the due date, an administration fee of \$25 per member will be charged, if the enrolment can be placed and is accepted. MFE reserves the right not to accept enrolments of continuing members after the due date.

**Discounts**

5. To assist families or members who wish to take part in more than one music activity, MFE offers the following fee discounts:  
**MusicPlus Discount:** a discount for individuals who enrol in more than one MFE program, including at least one group class or activity (\$20 discount per term for each program after the first).  
**Family Discount:** a discount for families who have more than one participant enrolled in MFE programs (\$20 discount per term for each member and/or program after the first).
6. **Family and MusicPlus discounts** are only available on fees paid by the due date (except for new enrolments taken after that date).
7. **Pensioner discounts** are also available. You need to apply to the office in person with Centrelink documentation to receive this discount and process your enrolment. The pensioner discount is 10% of the class fees, excluding membership fees.
8. Only one type of the above discounts can be applied to any one enrolment.

**Fee variations**

9. When requesting a variation of fees, a member should give to the MFE Artistic Director/CEO an indication of his or her ability to pay and the circumstances relevant to the request.
10. The MFE Artistic Director/CEO may agree to allow a member to pay by a maximum of 3 instalments per term. In this case, the first payment of the membership fee plus one third of the class fee must be made prior to the start of the term, and the last payment must be completed no later than 2 weeks before the end of the term.

Alternately, the MFE Artistic Director/CEO may arrange to reduce the fees for a term in consultation with the MFE Council.

### **Late commencements, absences, withdrawals and cancellations**

11. New members who join a class more than two weeks after the commencement of the term are entitled to a pro-rata reduction in class fees only. There is no pro-rata reduction for starting one or two weeks late.
12. Existing members who start the term late are not entitled to a pro-rata reduction, except where this has been agreed with the MFE Artistic Director/CEO *before* the due date of enrolment for that term.
13. If a member decides to withdraw from a class, a credit or refund of fees will be considered only in exceptional circumstances. Any such request must be submitted in writing and any approval will remain at the discretion of MFE Artistic Director/CEO.
14. Any refund will be subject to deduction of a \$25 administration fee. The administration fee may be waived if the member chooses to use the refund as a credit towards fees for the next term.
15. There are no refunds or credits for enrolled participants who fail to attend classes where tutors are present to teach. Participants in *individual tuition* classes may be able to rearrange a class time provided the tutor is able to accommodate this request *but only with a minimum of two weeks notice*. This request must be made in writing to the MFE Artistic Director/CEO, not to the tutor. MFE reserves the right to determine if such rearrangement can be provided.
16. Membership and term fees are not refundable, unless scheduled classes are cancelled by MFE. In this case, a credit towards next term's fees will be given. Fees will be refunded only if a member is not continuing in the next term.
17. MFE reserves the right to cancel any class at any time, and change or substitute tutors, if circumstances so dictate.

### **Sickness and other absences**

18. MFE relies on the judgement of parents as to whether a child is too ill to attend classes.
19. If there are proven medical reasons (eg a medical certificate) for being unable to attend an *individual tuition* lesson, and if the tutor is able to accommodate a request for an alternative time, a replacement lesson may be offered. This request must be made in writing to the MFE Artistic Director/CEO, not to the tutor. However, MFE reserves the right to determine the provision of such replacement lessons and if and when they can be offered.
20. Replacement lessons will not be arranged for absences due to school activities, work travel or holidays taken during term-time.
21. It is not possible to offer make-up lessons to members who miss any *group tuition* or *ensemble* classes for any reason. If there are proven medical reasons for being unable to attend a substantial part of any term, an application for a withdrawal, as in Rule 13, with possible credit towards the next term's fees will be considered.