

Terms and Conditions

Parent responsibilities

- Please participate wholeheartedly with your child in class. It's such a joyous opportunity to connect with them in a playful, loving, creative way and you'll both get so much more out of the experience.
- It is also important that you remain in the room with your child throughout the entire lesson.
- Regular attendance allows your child to get the most out of our program as it fosters a sense of familiarity and community. In consideration of this and your fellow classmates, please arrive 5 minutes before class starts so that you can get the most out of every lesson.
- For the purpose of maintaining a clean and healthy environment and to keep your children focused on the activities at hand, please refrain from feeding your children during class.
This does not apply to nursing mothers.

Illness

- At Soundplay Australia your child's health is something we care about. We wipe down all our instruments with sterile cleaners after each class and strive to keep our environment fresh and clean. Please do not attend class if you or your child is unwell. We reserve the right to ask you to leave if we feel the health of other participants is at risk.

(Remember, there are always make-up classes.)

Enrolment policy

- Enrolments are welcome any time throughout the year.
- If you wish to enroll and there are no places available, you will be placed on a wait list and contacted as soon a place becomes available.
- The wait list places will be given by order of the earliest request.
- If you enroll after the start of term you will be charged on a pro-rata basis up to the 5th week. From the 6th week onwards you are welcome to secure your spot for the rest of the term at the Casual rate.
- Your child's place with us will be guaranteed as soon as payment has been received.
- Casual attendance and free trial classes are subject to availability.

Make-up classes

- We love having you attend class and will do our very best to help you make-up a class if "life" happens and you need to miss one. To qualify for this offer and to give you and everyone else the best possible opportunity to participate, you'll need to inform us via email or SMS at least 24hrs prior to the class you need to miss so that your place may be offered to another child.
- You may make up one missed class per term and may do so at any available venue and in any available class.
- Missed classes need to be made up within the same term and are not transferable to future terms.
- Make-up classes are subject to availability and unfortunately can't be guaranteed.
- Make-up classes are traded class for class regardless of any difference in class cost or duration. You will not incur a financial adjustment if the price or length of the make up class differs from the one missed.

Wet Weather policy

- If a class is unable to proceed due to wet weather, the class will be cancelled and you will be eligible for a Substitute class.
- Substitute classes can be taken at any available venue, in any available class and are valid for 12 months.
- No refunds will be given for classes that are cancelled due to wet weather.
- You will be notified by email at least 1 hour prior to class commencement if a cancellation is due to happen.

Payment options

The time saver! (Option– coming soon)

- No minimum commitment period – get the cheapest cost per class but with no long term commitment and only 4 weeks written notice if you decide to stop.
- You have a guaranteed place in the scheduled class you're enrolled in.
- You receive the added benefit of unlimited makeup classes whilst your payments are active.
- There's no need to worry about getting in 1st with tuition fees to save your place at the beginning of each term. Tuition is paid by direct debit every 4 weeks. Just set it up and relax.
- A full refund minus a \$20 administration fee will apply if your enrolment is cancelled up to 5 working days before the commencement of your first booked class. The 4week written cancellation policy applies after this time.

The term saver!

- The full term tuition is payable in advance (this also applies to pro-rata bookings)
- A full refund minus a \$20 administration fee will apply if your enrolment is cancelled up to 5 working days before the commencement of your first booked class.
- No refund will be given for cancelations after this time.
- Term fees cannot be deferred to a later term.

The class saver!

- Your place in class needs to be reserved and paid for in advance.
- There are no make-up classes for causal bookings.

Special offers.

“Refer a friend”

For every friend that you refer to a Soundplay Australia class that enrolls in an entire term, you will receive a single class credit for the next term you enroll in.

Conditions

1. To receive the credit you must enroll in the following term in its entirety. Pro rata enrolments do not qualify for the referral credit offer.
2. Credits are not transferable or redeemable for cash.

Trial classes, Complimentary classes and Gift Certificate SPA14

1. These offers are only valid for initial enrolments with Soundplay Australia and for one class.
2. These offers do not extend to future enrolments of siblings or to different classes or locations.
3. There is a limit of one class per child.
4. Once you have attended a free class you are no longer eligible for any other free class promotions.
5. You must live in the Randwick, Waverley, Woollahra or Sydney city council areas to qualify for any of these offers.
6. Free classes are not guaranteed and bookings will be reassigned to paying customers as required.

“Open Days”

Everyone is eligible to attend Open Day classes. These classes are subject to all other terms and conditions within this document.

Wet Weather Policy

1. For every par class that is cancelled due to rain a make-up class will be made available to you within that term.
2. If the last class of the term or season is cancelled due to rain, you will be given the opportunity to make up that class in the next term.
3. Classes need to be made-up within 3 months of the cancelled class occurring.
4. Cancelled classes are not redeemable for cash.

Siblings

Siblings under 6 months are welcome to join the Little walkers and Little talkers class but MUST be placed in a stroller/basinet or other "safe" place.

Although we maintain a safe play environment, we cannot be held responsible for injury to your younger children where this policy is not adhered.

You will be required to pay for children over 6 months who attend regularly and participate in the classes.

General Terms and conditions

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