

Keeping Penrith Con COVID-Safe

Please read the following Terms and Conditions and contact Conservatorium Management if you have any questions before enrolling.

This plan is a requirement from the NSW Government to ensure we operate safely and in accordance with health orders at all times. This plan **may need to be reviewed and updated as health orders change.**

This plan is accurate as at 12 April 2021.

All students / parents / guardians **must** register their attendance on site using the QR Codes located near the entry points. Staff are available for assistance, and a manual option is available for those unable to register online.

By enrolling, you confirm that you are able to answer NO to the following four questions:

1. Have you, or any other member of your household, travelled overseas or a current COVID-19 hotspot in the last 14 days?
2. Have you, or any other member of your household, been tested for or tested positive for COVID-19?
3. Are you, or any other member of your household, currently self-isolating / in quarantine at home in the past 14 days?
4. Do you, or any other member of your household, currently feel unwell, or have any of the following symptoms: fever, cough, runny nose, shortness of breath?

You agree to advise Penrith Conservatorium Management immediately should any of your answers change to YES during the course.

- Everyone entering the building **MUST** use the hand sanitiser provided before and after each lesson, as well as any time they enter or leave the building.
- Tutors will use disinfecting wipes to sanitise all equipment before and after each lesson.
- Each studio will be restricted to students and tutors only.
- Restrictions will be implemented in our waiting areas too. We request that waiting areas are reserved only for students waiting for their lesson to commence. If parents need to be on premises during a lesson, we ask that they wait in the Atrium Foyer on the ground level. Students should only enter the building just before their lesson.
- Where necessary, Voice, Woodwind and Brass tutors will be allocated larger rooms to enable us to keep a 3-metre distance. Voice students and tutors will be asked to sing away from each other.
- Please maintain a safe distance within the studios between tutor and student.
- Staff and tutors will exclude participants who show symptoms of being unwell and will contact parents / carers for student pick-up. Parents / carers should remain available during the period of lessons time in case of emergency.

Venue Capacity Limits

PENRITH CONSERVATORIUM OF MUSIC TERMS AND CONDITIONS

ENROLMENT

Enrolment is accepted for a full term of tuition only.

Late enrolment is available and is subject to availability.

FEES

All lessons must be paid for in advance. All students must make a fee payment prior to the commencement of their first lesson including the \$10 administration fee. Students whose accounts are in arrears will not be taught until payment has been made. Such lessons will be considered as missed lessons. Payment for a term is accepted in either one or two instalments which fall due before the first lesson in week 1 and before the sixth lesson in week 6. The administration fee is due before the first lesson. Any late enrolling students must pay in full for the remaining lessons in the term including the administration fee.

CORRESPONDENCE

All correspondence regarding payment and attendance must be with Conservatorium Management and not with individual tutors. Such advice is preferred in writing to conservatorium@penrith.city

MISSED LESSONS

If a student is unable to attend a lesson, Conservatorium Management must be notified as soon as possible by calling **(02) 4723 7611** or **0437 468 068**. No refunds or credits are available for missed lessons. However, under some circumstances the individual tutor, at their discretion, may choose to offer to make up the lesson at a time convenient to them. If a tutor is unable to attend a lesson, Conservatorium Management will advise the student / parent / guardian using the contact details provided to Conservatorium Management at enrolment. Tutors will attempt to provide an alternative time to make up this lesson. Where this is not possible the student will not be charged for that lesson.

REFUNDS

There are no refunds payable for the cancellation of an enrolment.

However, if Conservatorium Management has been advised in writing to conservatorium@penrith.city prior to commencement of **Week 3** of term that the student is withdrawing, the remaining term fees will be refunded. **The first two weeks of term including the \$10 administration fee are non-refundable.**

DISCONTINUING STUDENTS

For the smooth running of the Conservatorium, students are automatically reserved for the following term. If you are not returning for the upcoming term you must advise Conservatorium Management in writing to conservatorium@penrith.city by the end of the current term to ensure you are not charged additional fees.

DUTY OF CARE

It is the responsibility of the parents / guardians to escort their child / children to and from their allocated studio room in a punctual manner. Conservatorium tutors and staff reserve the right to refuse entry to any student who is acting in an inappropriate manner.

Students / parents / guardians are asked to advise Conservatorium Management at enrolment of any relevant medical information that may impact the student during lessons and include the name and details for an emergency contact person.

LEGAL

By enrolling in individual tuition or other courses at Penrith Conservatorium of Music you are agreeing to indemnify Penrith Performing & Visual Arts Ltd. from any personal loss, injury or damage as a result of negligence on the part of the student. You also allow Penrith Performing & Visual Arts Ltd. to use images of student involved in Penrith Conservatorium activities in our publicity and promotional material. Please notify Conservatorium Management in writing if you do not wish for this to occur.

AGREEMENT

By enrolling in individual tuition or other courses at Penrith Conservatorium of Music you are agreeing to the Terms and Conditions as outlined above.

CONTACT

For more information, please contact Penrith Conservatorium Management:

Phone: 02 4723 7611 | **Mobile:** 0437 468 068 | **Email:** conservatorium@penrith.city