

FEES POLICY

MEMBERSHIP FEE: For all students, a non-refundable and non-transferable annual Membership Fee is payable upon enrolment. This fee is for Student Accident Insurance for the year, music licensing, access to our Parent Hub app, and incidentals. A uniform is included for all new students and upgrades are available. The rollover Membership Fee for current students is payable each December.

SHOWCASE FEE: Once you have indicated that you/your child is participating in the End of Year Showcase, you are liable for the full amount of all costume purchase fees unless cancellation is received in writing NO LATER than the 30th of June 2026. No refunds or credits will be offered should we be notified later than the 30th of June 2026.

DIRECT DEBIT PAYMENT METHODS: To reduce the upfront costs for our families and to allow Kreationz to have a greater focus on the students, all fees are payable in advance by Direct Debit. A Direct Debit authorisation form is required to be completed with Payrix at the time of enrolment. Payments can be deducted from either a financial institution or from a credit card. Please note that bank accounts attract a \$0.94 fee. Credit cards attract a 2.12% plus \$0.35 fee for Visa and Mastercard. A one off \$2.20 data storage fee is charged for all new families.

DECLINED PAYMENTS: Due to Payrix's fees and charges, should your Direct Debit payment decline, a \$10.00 dishonour fee will be payable to Kreationz on top of the \$4.40 dishonour fee payable to Payrix.

OUTSTANDING FEES: Should the services of a debt collection agency be required to collect any outstanding debt on an account, the parent/guardian listed on the account will be liable for all resulting additional fees and charges as billed by the agency. **Please note: all discounts (including multi-class discounts) will be forfeited if the account falls into arrears.**

CANCELLATION OF ENROLMENT: All student enrolments will be automatically rolled over each year. Your tuition contract is on a termly basis. Once classes have commenced for the term you are liable to pay the full term's fees. Should you wish to withdraw your enrolment before the end of term, you are obligated to notify the office in writing via the cancellation form and pay the remaining portion of tuition and/or Showcase package fees if applicable. Your Direct Debit agreement will be terminated once the final instalment for the term's tuition and/or Showcase fee has been paid. **A minimum notice period of 48 business hours is required to cancel a Direct Debit payment.**

REFUND POLICY AND MISSED CLASSES: Tuition is **non-refundable and non-transferable** to other students, including siblings. There will be no refunds issued if you terminate your classes once paid for. If a class is cancelled at any time by the studio, either a make-up class or a class time extension will be given in lieu of the cancelled class. There will be no refunds or credits issued for a student missing classes for any reason – a makeup class can be taken in any timetabled class with approval from the Principal (conditions apply). In exceptional cases where the Principal deems it appropriate to refund tuition, an \$11 administration charge will apply. **All membership, costume, rehearsal, and Showcase fees are non-refundable.**

