

ENROLMENT TERMS & CONDITIONS

PLEASE READ VERY CAREFULLY:

These enrolment Terms and Conditions apply to any child and / or family who successfully enrolls in any Learningland class (Parent and Child, 2.5 y.o, Letters and Numbers, 3 – 4 y.o, Ready to Read, 4 – 5y.o, Reading Rockets, 4 – 6 y.o) until notification of cancellation is received in writing via email or mail to Learningland Head Office at any time throughout the year.

Your successful enrolment assumes acceptance of Learningland Terms and Conditions. ie – It is your responsibility to read them.

WHILST EVERY EFFORT IS MADE TO ENSURE THIS INFORMATION IS CORRECT AT TIME OF PRINTING. IT IS SUBJECT TO CHANGE.

1.0 HOW TO ENROL

1.1 NEW ENROLMENT

Your options:

- Print enrolment form from website, complete and **send via mail**.
- Print enrolment form from website, complete, **scan and email**.
- Complete form attached to the Learningland brochure and mail.

And return as soon as possible.

Your choice of class, time and day is subject to availability only. Learningland will notify you with a receipt by email if you have been successful with your enrolment.

Learningland accept payments by **Credit card OR Money order (please put child's name on reverse of Money Order)** (sorry **NO** personal cheques.)

*******Important note:**

Once you have enrolled with Learningland, your enrolment has been successful, and you pay by credit card - We will automatically re-enrol you into any remaining Terms – This means that you *authorise Learningland to debit your credit card for each and every term remaining*, for the amount payable – unless you notify us in writing of your cancellation. Learningland will notify you via email when the credit card debit dates will be – please have funds available. Please check your email. You can obtain a free email account from Yahoo, gmail or google, hotmail. Learningland will not be responsible for any lost or deleted emails.

Please read cancellation policies 6.0.

Your payment deductions will cease at the end of each year and will not roll on into the following year.

1.2 RE-ENROLMENT

- **For families that pay fees by Credit cards:**

An initial enrolment form will need to be completed prior to Term 1 commencing and then this form will be used by Learningland to **automatically** re-enrol your child for subsequent terms. Learningland will use the credit card number you have given to secure placement into Term 2, 3 and 4. However, if you do not wish to re-enrol for any term **please notify us in writing – (POST OR VIA EMAIL – info@learningland.com.au.)** Learningland will notify you by email of the necessary dates of re-enrolment periods and fees for each term. This will advise you of when payment is due and the amount that will be debited.

- **For families that pay fees by Money order or Direct Deposit:**

Parents or guardian must re-enrol children into the following term, prior to the current term concluding, **to avoid losing your current position.** An enrolment form will need to be completed prior to each Term commencing. (This form will be available on our website.)

We will **not** automatically re-enrol your child. (Re-enrolment form available from our website.)

We accept payments by credit card, Money Order and Direct Deposit (sorry NO personal cheques.)

WE WILL AUTOMATICALLY ASSUME YOU WILL BE RE-ENROLLING YOUR CHILD IF YOU HAVE NOT NOTIFIED US IN WRITING.

2.0 HOW TO CONTACT US:

Learningland
P. O. Box 7191
Beaumaris VIC 3193

PH: 1300 139 859

Email: info@learningland.com.au

3.0 PAYMENT POLICIES:

Money Order - To be made payable to Learningland (please ensure child's name is printed on the reverse of Money Order).

Direct Deposit details – **Bank:** Westpac **Account Details:** Learningland. **BSB:** 033 060 **Account No:** 186 493

Please put your child's surname as a reference.

IMPORTANT NOTE:

Direct Deposit via Internet : A **\$25.00 Finders Fee** will be charged to any payment without a reference name.

Direct Deposit at the BANK: A **\$25.00 Finders Fee** will be charged to any payment without a reference number. If you deposit funds into the bank in person, please insert a reference number and then **phone us to notify us of your reference**. Learningland will not chase your payment and therefore Learningland will assume you have not paid.

(Please ensure correct account details.)

Credit Card:

IMPORTANT NOTE:

CREDIT CARDS will be transacted on during the Enrolment period. Please have funds available during the month of enrolment.

- Each failed transaction attempt during this period will incur a **\$25 FAILED TRANSACTION FEE**.
- **If your number changes at any stage, please notify us at your earliest convenience.**
- PLEASE NOTE: (The Australian Tax Office requires, by law – Any Credit Card number to be kept on file, for auditing purposes, for minimum of 5 years.)

4.0 RECEIPT OF PAYMENT for TERM FEES

We are happy to provide a receipt upon request.

5.0 EMAIL ADDRESSES:

Please provide us your email address if you have not already, and **please contact us if your EMAIL ADDRESS CHANGES.**

We will bear no responsibility for lost, un-received or deleted emails. Thank you!

6.0 REFUNDS and CANCELLATION POLICY :

NO REFUNDS

Learningland requires written / email notification for any cancellations for the following Term – This must be done prior to re-enrolment period. You will be notified of re-enrolment period by email. Please make sure we have your current email address. Learningland holds no responsibility for unread, lost or deleted emails.

7.0 IMPORTANT NOTES:

7.1 ABSENCE DUE TO HOLIDAY OR ILLNESS: We understand that at times you or your child/children are unable to attend lessons for a range of reasons, however, we do not offer make up classes (see 7.2)

7.2 MAKE-UP CLASSES: We do not offer any make up classes, HOWEVER, your Teacher will keep any materials from any missed classes and give them to you on your return.

7.3 TRIALS: Trials are non-refundable and must be used within the term that they were booked. We do not carry-over Trials into new terms. Trials can only be paid by Credit card or Direct deposit (the deposit must be received by Learningland before the Trial class.)

7.4 PUBLIC HOLIDAYS: Any classes that fall on a public holiday will be made up at some point over the Year. If for some reason you do not re-enrol for any subsequent term, you will be re-imbursed for the missed Public Holiday.

7.5 CREDIT CARDS: By law we are required to keep your credit card number on record for 5 years. (ATO requirement.)

Please call our office if you have any concerns or queries. Thank you. Ph 1300 139 859 Office Hours are 9 am – 3 pm Monday to Friday.

PLEASE REMEMBER – UPON ENROLMENT, YOU AGREE AND ABIDE BY THE LEARNINGLAND TERMS AND CONDITIONS. PLEASE READ THEM.