

Financial Policies and Procedures

1. Enrolments

- Enrolment is for the whole term, or for the remainder of the term if a late enrolment is made.
- All *new* enrolments must occur either through the Online Registration process or the OTM Customer Portal. *Please take care in your class selection.*
- Existing term enrolments automatically roll over to the following term unless you hear otherwise.
- An email notification with your term invoice, information advising of the term-to-term rollover, including key dates, will be sent two weeks prior to the end of the current term.
- We request that you please let us know by the advised cut-off date if you would like to change or cancel your enrolments. There is no need to contact us if you are happy with your enrolment.

2. Payment

- Class fees are due in full prior to the first day of the term.
- Fees will be payable via a 'Pay Now' link on your invoice.
- Any credits held will be automatically applied to your invoice.

Payment plans:

- Payment plans (4 x fortnightly) are available upon request from the beginning of term.
- For Payment plans, Direct debit details will need to be provided to Payrix Australia on enrolment. Please note you will be unable to proceed with your enrolment without providing these details. You can edit your payment information at any time in the Customer Portal.
- All payments are to be made by direct debit or credit card via Payrix Australia. You authorise OTM to store and to automatically charge your payment method(s). (Information is encrypted and therefore OTM cannot view or access your information.)
- Payrix will charge a small fee as outlined in the Payrix agreement.
- Customers are responsible for ensuring there are adequate funds in their account prior to each direct debit date. If the payment is rejected, Payrix will charge \$4.40 per failed transaction upon the next attempt. OTM is also charged.
- Following the commencement of term, a family may lose their child's place if their account has been in arrears (either fully or in part) for a period longer than four weeks.
- Please contact us immediately if you have any concerns about meeting your payment obligations.

3. Cancellation - customer change of mind

- Customers may cancel their enrolment within 24 hours (1 day) of initial class registration and any scheduled direct debits will be cancelled if notified within this timeframe.
- The exception to the above occurs for new year enrolments or rollovers between terms, where the 'change of mind period' cut-off date is extended. Please ensure that you advise us before the cut off period if you wish to cancel.
- We are unable to provide refunds once the term has commenced and the class schedules and teachers are locked in.

4. Cancelled classes

- If the regular class teacher is absent, and we are unable to find a cover teacher, we will create a credit for the cancelled class.

5. OTM Customer Credit Policy

There are three reasons that customers may have a credit in our system. Please also refer to our credit expiry policy below.

1. Credits for customer overpayment.
OTM will offer to refund the customer straight away. Alternatively, the credit can be held and applied to the following term's enrolment.

Financial Policies and Procedures

2. Credits issued for class change pricing differences.
OTM will hold the credit to be applied to the following term, however a refund may be requested.
3. Credits issued by OTM for cancelled classes due to teacher unavailability.
OTM will hold the credit to be applied to the following term, however a refund may be requested.

Credit Expiry Policy: Where any credit is held by OTM and the customer is no longer enrolled in a class, OTM will offer either a refund or for the credit to be applied to a new enrolment. However, if the customer has not replied to our offer it will expire at the end of the following financial year it was created in. Customers may also opt to forgo the credit; in which case it will be cancelled. Cancelled or expired credits cannot be reinstated.

6. Missed classes

- We are unable to refund or credit for missed classes.
- Where a make-up class is available and has capacity, a make-up class may be arranged on request.

7. Trial Classes

- Trial classes are available for new customers (only in classes that are not full).
- Bookings for trial classes are essential and can be made at [Trial Bookings](#).
- Please note that students cannot attend without a booking.
- The fee for a trial class is \$10. If you continue with the enrolment, the remainder of the term will be invoiced and payment will be due within 48 hours.