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## 1 LESSONS

- 1.1 All lessons are based on a Norwest Christian College school term less 1 week.
- 1.2 Requests for make-up lessons must be received by Norwest Seed Academy at least 7 days in advance and are subject to availability.
- 1.3 There is no guarantee that make-up lessons will be available or provided.

## 2 BILLING

- 2.1 Any charges for Norwest Seed Academy programs are not included in the College School Fees.
- 2.2 Payment of Norwest Seed Academy programs are to be made by Credit / Debit card by completing the Credit Card authority on the Application form. Please contact the College Accounts department should you require an alternative payment method.
- 2.3 Norwest Seed Academy programs will be invoiced two weeks prior to the commencement of the new term and payment will be processed on the same day.
- 2.4 Students will only be permitted to participate in Norwest Seed Academy programs once payment for the full Term in advance has been received by the College.
- 2.5 GST is applicable on all fees charged.
- 2.6 A student may not be re-enrolled in the Norwest Seed Academy for the next term, if fees are outstanding from the previous term.
- 2.7 Fees will be prorated for mid-term enrolments.

## 3 CANCELLATION, WITHDRAWAL AND REFUNDS

- 3.1 By enrolling in Norwest Seed Academy programs, you are committing to a service contract for 1 full school term.
- 3.2 Please advise Norwest Seed Academy in writing of any intention to withdraw by the last day of each prior school term via email to [seed@nwcc.nsw.edu.au](mailto:seed@nwcc.nsw.edu.au).
- 3.3 No refunds or credits will be provided for missed lessons, other than in the following instances;
  - 3.3.1 Norwest Seed Academy cancels a lesson and no make-up lesson is offered.
  - 3.3.2 The lesson coincides with a Norwest Christian College camp or excursion that the student is attending and no make-up lesson is available.
  - 3.3.3 The lesson coincides with a public holiday and no make-up lesson is offered.
  - 3.3.4 Please advise Seed Academy via email of any camp, exams and excursions that will impact their attendance.

## 4 STUDENT PICK UPS

- 4.1 Years K-6 students will be collected and returned to their class. This is considered part of their lesson time.
- 4.2 Years 7-12 students will be required to arrive on time for their lesson. Lessons will not be extended for late arrival.

## 5 COMPLAINTS

Any complaints need to be submitted in accordance with the College Complaints and Appeals Policy which can be found on the Norwest Christian College website.