



Private Tuition Terms and Conditions

By purchasing a Private Tuition package with Kids Unlimited, you are agreeing to abide by the policies, procedures and regulations of Kids Unlimited. This includes an agreement with the following terms. You are also providing confirmation that the information given on enrolment is complete and correct.

1. Private Tuition can be organised at the following locations:
 - MT WAVERLEY Centre - Ground Floor, 430 - 432 Huntingdale Rd
 - ORMOND Centre - 758 North Rd, Near Tucker Rd
 - At your own home (+50% surcharge)
2. Minimum of 8 lessons per term (1 invoice per term per child, no weekly payments).
3. Private tuition is organised on a case-by-case basis. Our Private Tuition Officer works to liaise between students and teachers to find a time suitable for all parties.
4. Once a suitable time slot has been allocated to the student, Kids Unlimited will endeavour to maintain the same time for the students throughout the year.
5. We endeavour to respond to requests in a timely manner in accordance with operational and logistical restraints, usually 24-48 hours.
6. Parents are encouraged to apply for private tuition at least 2 weeks before they wish the lesson to begin.
7. No Private Tuition can be organised outside of our opening hours, on public holidays or on other non-business days.
8. Private tuition will only be confirmed once paid for in full at least 48 hours before the first lesson.

9. When renewing a new term of classes, payment in full is required 48 hours before the first session in the new term.
10. Payment can be made by VISA or MASTERCARD over the phone 1300 424 377 or email to admin@kidsunlimited.com.au. Alternatively, an electronic invoice can be sent to your email and paid via Parent Portal ku.zone.
11. Kids Unlimited requires a minimum of 24 hours' notice on the business day before your Private Tuition for modifications or cancellations to confirmed Private Tuition. Failure to notify us of any changes after this period will result in the full fee being charged for the lesson. Notifications of modifications or cancellations need to be made by phone 1300 424 377 (Monday – Friday between 9 am - 6 pm).
12. If you arrive after the scheduled start of your lesson, your tuition will not be extended and no refund or pro-rata adjustment will be granted.
13. For Private Tuition with 2 students, no split of credit will be possible once the tuition has been confirmed and paid for. Kids Unlimited cannot be held responsible for students' changes in schedule or personal circumstances when one student cannot attend Semi-Private Tuition.
14. Partial cancellation of Private Tuition with 2 students cannot be accepted. In case 1 student cannot attend the scheduled lesson, either both students cancel the lesson, or no make up lesson will be offered.
15. When a committed student is no longer able to attend the class for the remainder of a term, no refunds can be provided. Credit notes may be provided strictly in the event of one of the following unforeseen circumstances:
 - Following an accident or trauma (supporting documentation required);
 - Medical treatment that prevents the student's completion of the package (supporting documentation required)
16. Applications for credit notes must be addressed in writing by email to the Private Tuition Officer. Credit notes will be calculated with the following formula if approved by Private Tuition Officer:

Total paid in AUD / Lessons scheduled x Lessons attended x 60%

17. Credit Notes Strict conditions apply:
 - Credit notes cannot be refunded for money;
 - Credit notes are valid for a period of 12 months from the date that they are processed;
 - Credit notes' validity cannot be extended;
 - Credit notes are not transferable.
18. Private Tuition fees are non-refundable.

