



## DIRECT DEBIT POLICY AND PROCEDURE

Our direct debit system maintains all records, and we encourage parents/carers to keep a copy of this information for their records

### **Fee Payments**

- Initial payment of fees is due at the time of any new booking. Bookings cannot be held without payment.
- Monthly payment of fees is via direct debit only. This is debited from your nominated account between the 1st and 5th of every month.
- Admin fee: It is your responsibility to ensure funds are accessible from your nominated account between the 1st day and the 5th day of every month. Failure to do so will result in an additional charge of \$5.50.
- We reserve the right to refuse to teach any student who has an overdue account. If the parent or guardian does not make any contact with the centre, either verbally, via the parent portal, email or front desk, to make arrangements to settle any overdue amounts, the student will not be taught and the booking cancelled.
- A minimum of 5 days' notice prior to the end of the month must be given to cancel a perpetual booking. The cancellation form must be completed and emailed to reception for the cancellation to be processed. For any more additional information please refer to the cancellation policy.