

Higher Order Education Carlingford Terms & Conditions

Responsibility for Learning

1. Higher Order Education will endeavour to assist our students to progress and improve academically but cannot guarantee improved academic results and/or entry into any opportunity class or selective/scholarship program through its tuition services. There are a significant number of factors which impact on the progress of a student's academic results.
2. Where appropriate, students will be provided with homework to reinforce learning. Although the completion of homework will be encouraged, it is outside of Higher Order Education's responsibility to ensure that this happens.

Tuition Fee Payments

3. Tuition fees for a school term are based on the NSW public school term.
4. Invoices for the following school term fees will be normally issued in week 8 of each prior school term.
5. Through the referral program, families receive 20% off one child's course fee for every student referred and booked into class before the start of week 2. For those who have successfully passed on referrals, a refund will be given in week 2 of the following term.
6. Payment for invoices issued by Higher Order Education may be paid via Eftpos (in centre), bank transfer and online credit card payments. All credit card payments will be subject to an additional credit card surcharge fee from our merchant.
7. HOT School may suspend the enrolment of a student if fees are unpaid by an agreed due date.
8. Students with outstanding invoices from previous terms will not be permitted to return to Higher Order Education if their tuition fees remain unpaid.
9. Tuition fees may be subject to change and/or be varied at any point in time. Should this be the case, Higher Order Education will notify customers of any changes and/or variations prior to issuing invoices.
10. Access to any Higher Order Education online learning resources, expires at the end of the school term.
11. Due to sickness and external circumstances outside of Higher Order Education's control, Higher Order Education reserves the right to appoint new teachers without prior notification or consent.
12. For online classes, any internet connection or other technical problems on the part of the student which causes the student not to be able to attend part or all of the lesson, will be deemed a missed lesson. Accordingly, the fees in respect of such deemed missed lesson will be forfeited.

Refunds

13. Tuition fees, once paid, are not refundable or transferable.
14. Refunds will not be offered due to student absences, early termination, change of teacher or any other circumstances.
15. In circumstances where sufficient notice (minimum 24 hours) is provided, a credit note will be offered for a maximum of 2 lessons per term, with an expiration date of 3 months from date of issue.

Absences

16. Each student is entitled to 2 make up classes per course, per term, subject to availability of an appropriate teacher and / or class.
17. Refunds will not be offered due to student absences and a make up class is not available.
18. An additional fee may be charged to students for moving classes, makeup lessons, catch-up lessons, or other lessons outside the scheduled lesson times.

Discounts

19. Early bird discounts are only applicable for students who are returning after enrolment in a full school term. Returning students are current students enrolled at Higher Order Education in the prior school term, returning to Higher Order Education for the following school term.
20. Sibling discounts are applied to the sibling with the lesser fees, after other discounts are applied.
21. Double course and sibling discounts are applied to the fees, after other discounts are applied.

Health and Safety

22. Parents/guardians are responsible for informing Higher Order Education regarding any medical condition(s) or allergies at the time of enrolling a child.
23. Higher Order Education does not and will not provide any medical treatment for students.
24. Parents/guardians are responsible for ensuring children are dropped-off and picked-up on time and by an appropriate person. Higher Order Education will not be responsible for the health and safety of the children before and after their scheduled tuition sessions, and/or responsible and liable for ensuring that children are dropped-off and picked-up on time and by an appropriate person.
25. Higher Order Education requires that enrolled children take appropriate care of and refrain from damaging HOT School's premises, resources, technology and furniture. Should any enrolled child recklessly, intentionally and/or maliciously damage HOT School's premises, resources, technology and/or furniture, parents/guardians will be held responsible for the costs of repairing and/or replacing the relevant parts of the premises, resources, technology and/or furniture.
26. Higher Order Education will not be held responsible or liable for any damage to and/or loss of any property brought into Higher Order Education's premises by enrolled children.
27. Higher Order Education will be released from any indemnity for any claim or action brought against Higher Order Education by the enrolled child or on behalf of the enrolled child by family members and/or any other party related to or connected with the enrolled child arising out of natural disasters, accidents, injuries, deaths, losses and/or damages, other than that imposed by law.

Information and Privacy

28. Parents/guardians are required to inform Higher Order Education should any details regarding a child has changed.
29. Higher Order Education is free to use the information provided for the purposes of:
 - a. enrolling for tuition or vacation care activities at HOT School;
 - b. informing parents/guardians of changes to enrolment and/or sessions;
 - c. obtaining general consent, authority, advice and/or information;
 - d. emergencies;
 - e. providing updates regarding the learning progress of a child and;
 - f. providing updates regarding the operations of HOT School.

Intellectual Property

30. As part of the Higher Order Education services, students are provided with learning materials and resources. These learning materials include but are not limited to, notes, program booklets, quiz papers and lesson recordings provided physically, electronically or in any other format. Learning materials are provided exclusively for the private and personal use of students enrolled at Higher Order Education. Learning materials are copyright and confidential and must not be reproduced, on-sold, shared, published, gifted or used for any other purpose.

Acceptance and Acknowledgement

By accepting Higher Order Education's tuition services and paying the tuition fee, parents/guardians acknowledge and agree to these Terms and Conditions.

Contact Details

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