



## **JUNCTION19 PERFORMING ARTS ACADEMY**

# **TERMS & CONDITIONS OF ENROLMENT**

PGLC Group Pty Ltd trading as Junction19 Performing Arts Academy

*Last updated: September 2026*

### **1. About These Terms**

These Terms & Conditions apply to enrolments, classes, rehearsals, performances, workshops and other activities delivered by PGLC Group Pty Ltd trading as Junction19 Performing Arts Academy (J19).

By enrolling a student with J19, the enrolling parent, guardian, carer or adult student agrees to these Terms & Conditions. These terms should be read together with J19's Privacy Policy and any specific information provided for a class, event, examination or production.

Nothing in these Terms & Conditions is intended to exclude, restrict or modify any rights or remedies that cannot lawfully be excluded under the Australian Consumer Law or other applicable law.

### **2. Enrolment**

Enrolments are subject to class availability, suitability, age requirements and payment arrangements.

Unless otherwise stated, enrolment is for the full school term rather than individual weekly classes. A student's place is not guaranteed for future terms until the required re-enrolment or payment process has been completed.

Parents and carers are responsible for ensuring that information provided to J19 is accurate and kept up to date, including contact details, emergency contacts and relevant medical, health, allergy, accessibility or support information.

### **3. Fees and Payment**

Class fees, payment dates and available payment methods will be communicated before or during enrolment.

Fees must be paid by the stated due date or in accordance with an approved payment arrangement. J19 may contact families regarding overdue accounts and may suspend participation where fees remain outstanding after reasonable attempts to resolve the matter.

Any additional costs associated with optional examinations, costumes, tickets, excursions, special workshops or other activities will be communicated separately before a family commits to that activity.

J19 may review its fees from time to time. Any change to standard class fees will be communicated before it applies to a future enrolment period.

## **4. Cancellation and Withdrawal by Families**

J19 understands that circumstances can change. Requests to cancel or withdraw from an enrolment must be provided to J19 in writing.

Where a student withdraws before the relevant term begins, J19 will consider any refund due having regard to payments already made, costs already incurred or committed by J19, and the requirements of applicable consumer law.

Once a term has commenced, enrolment is ordinarily treated as a commitment for that term. J19 does not ordinarily provide refunds or credits simply because a student changes their mind, chooses to stop attending, has a change in personal schedule, or misses classes.

Where a student is unable to continue because of significant illness, injury or other exceptional circumstances, the family may contact J19. Requests for a refund, credit or alternative arrangement will be considered reasonably on a case-by-case basis, including the circumstances, the services already provided and any costs already incurred by J19.

Any entitlement a consumer has under the Australian Consumer Law continues to apply regardless of this cancellation policy.

## **5. Missed Classes**

Fees are generally not refunded or credited when a student misses a scheduled class because of illness, holidays, family commitments, school activities, transport difficulties or other personal circumstances.

Where practical, J19 may offer an alternative or make-up opportunity, but this cannot be guaranteed and is subject to class capacity, age suitability and program requirements.

## **6. Classes Cancelled or Changed by J19**

J19 may occasionally need to cancel, reschedule, relocate, combine or modify a class because of tutor illness, venue availability, safety concerns, unforeseen circumstances or other operational reasons.

Where J19 cancels a class, we will aim to provide reasonable notice and, where practical, offer a replacement class, rescheduled session or other suitable remedy.

Where J19 cannot provide the paid service or an appropriate alternative, any refund, credit or other remedy will be provided in accordance with applicable consumer law.

J19 is not responsible for losses or expenses that are not reasonably attributable to J19's failure to provide the service, subject always to rights that cannot lawfully be excluded.

## **7. End-of-Term Performances**

Live performance is an important part of the J19 experience. J19 intends to provide performance opportunities throughout the year, including end-of-term showcases and/or ensemble stage performances where appropriate.

The format, content, casting, roles, choreography, scripts, rehearsal requirements and creative decisions for performances are determined by the J19 creative and teaching team.

Participation in a particular role, routine, scene or production cannot be guaranteed. Casting and performance decisions may take into account age, experience, attendance, readiness, safety, the needs of the production and the learning objectives of the group.

Additional rehearsals may sometimes be required. Families will be given as much notice as reasonably practicable of performance dates, rehearsal requirements, costumes, arrival times and other arrangements.

Where a performance has separate ticketing, costume or participation costs, these will be communicated in advance.

## **8. Attendance and Punctuality**

Regular attendance is encouraged because performing arts classes rely on ensemble work, continuity and rehearsal.

Students should arrive on time and ready to participate. Parents or carers should advise J19 where a student will be absent, particularly during rehearsal and performance periods.

Repeated absence or lateness may affect a student's ability to participate safely or effectively in particular performance material or roles.

## **9. Student Behaviour and Respect**

J19 is committed to creating a welcoming, creative and respectful environment.

Students are expected to treat other students, staff, tutors, volunteers, venue personnel and property with respect. Bullying, harassment, discrimination, threatening behaviour, deliberate damage or conduct that places another person at risk will not be accepted.

Where concerns arise, J19 will seek to work constructively with the student and, where relevant, their parent or carer. Serious or repeated behaviour concerns may result in a student being removed from an activity or enrolment where reasonably necessary to protect safety or the learning environment.

## **10. Health, Medical Information and Additional Needs**

Parents, carers and adult students must provide J19 with relevant information that may reasonably affect safe participation, including significant allergies, medical conditions, injuries, accessibility needs or other support requirements.

J19 should be informed promptly if this information changes.

J19 will make reasonable efforts to support participation but cannot guarantee that every adjustment or support request can be provided in every class, venue, performance or activity. Where needed, J19 will discuss practical arrangements with the family.

## **11. Emergencies and First Aid**

In an emergency, J19 may provide or arrange reasonable first aid and may contact emergency services where considered necessary.

J19 will make reasonable efforts to contact the student's parent, guardian, carer or nominated emergency contact as soon as practicable.

Parents and carers are responsible for ensuring emergency contact information remains current.

## **12. Drop-Off, Collection and Supervision**

Parents and carers are responsible for ensuring students arrive safely and are collected promptly at the end of their scheduled activity unless another arrangement has been expressly agreed with J19.

Any specific sign-in, sign-out, collection or authorised-person procedures communicated by J19 must be followed.

J19's supervision responsibility applies during the student's scheduled J19 activity and any expressly communicated supervised arrival or collection period.

## **13. Clothing, Footwear and Personal Belongings**

Students should attend in clothing and footwear suitable for the relevant activity and follow any class-specific requirements communicated by their tutor.

Students should bring any required items communicated by J19, such as water, scripts or appropriate footwear.

Students remain responsible for their personal belongings. J19 will take reasonable care but is not responsible for loss or damage except to the extent required by law.

## **14. Photography, Video and Media**

J19 may photograph or record classes, rehearsals, performances and events for educational, archival or promotional purposes.

Identifiable images or recordings of children will be used for promotional purposes only where J19 has obtained the appropriate consent.

Families should notify J19 if their consent preferences change. J19 will take reasonable steps to apply updated preferences to future use, although material already lawfully published or distributed may not always be capable of immediate removal.

## **15. Communications**

J19 uses designated communication channels to provide families with information about classes, rehearsals, performances, timetable changes, what students need to bring and other important updates.

Parents and carers are responsible for keeping their contact details current and are encouraged to monitor J19's designated communication platform and enable relevant notifications.

Urgent or last-minute information may be communicated electronically.

## **16. LAMDA and Other Examinations**

Where J19 offers LAMDA or other examination pathways, participation may be optional and may involve additional fees, preparation requirements and examination-provider terms.

Entry for an examination does not guarantee a particular result or qualification. Students are responsible for meeting the preparation and participation requirements communicated by J19 and the relevant examination provider.

Any examination fees, withdrawal arrangements and deadlines will be communicated before entry and may also be subject to the examination provider's rules.

## **17. Venues and Third-Party Requirements**

J19 activities may take place at venues operated by third parties. Students and families must comply with reasonable venue rules, safety requirements and access arrangements communicated by J19.

J19 may also use third-party platforms for enrolment, payments, communications, examinations or other operational purposes. Use of those services may also be subject to the provider's applicable terms and privacy practices.

## **18. Child Safety**

J19 is committed to the safety and wellbeing of children and young people participating in our activities.

Staff, tutors, contractors and volunteers will be required to meet applicable screening, child-safety and conduct requirements relevant to their roles.

Parents and carers should raise any child-safety concern with J19 as soon as possible so it can be addressed appropriately.

## **19. Changes to Programs and Tutors**

J19 may make reasonable changes to tutors, class content, timetables, rooms or program structure where necessary for operational, educational or creative reasons.

Where a material change affects an enrolled student's service, J19 will communicate with affected families and address any applicable consumer rights.

## **20. Privacy**

Personal information is handled in accordance with the J19 Privacy Policy and applicable privacy obligations.

By providing information to J19, families acknowledge that information reasonably necessary to deliver services, maintain safety and administer enrolments may be collected and used for those purposes.

## **21. Concerns and Complaints**

If a parent, carer or student has a concern about a class, tutor, payment, performance, safety matter or other aspect of J19, we encourage them to contact us so that the matter can be considered and addressed.

J19 aims to respond to concerns respectfully, fairly and within a reasonable timeframe.

## 22. Changes to These Terms

J19 may update these Terms & Conditions from time to time. The current version will be made available through the J19 website or enrolment process.

Material changes that affect an existing enrolment will be communicated where reasonably required.

## 23. Contact

### **Junction19 Performing Arts Academy**

PGLC Group Pty Ltd

ABN 85 669 308 472

Email: [hello@junction19.com.au](mailto:hello@junction19.com.au)

Website: [junction19.com.au](http://junction19.com.au)

**Important:** This document is a practical draft for J19's enrolment and website use. Before launch, J19 should have the final terms reviewed against its exact fee/payment model, enrolment software, insurance arrangements and applicable Australian and South Australian legal requirements.