



**CLIENT TERMS AND CONDITIONS**

**1. ACCEPTANCE**

- 1.1 These Terms are between Sapiente Group Pty. Ltd. ABN 37 615 343 103 trading as the International Academy of Musical Arts, its successors and assignees (referred to as 'we', 'us', 'our' or the **International Academy of Musical Arts**) and you, the person, organisation or entity that purchases Services from us (referred to as 'you' or 'your') and collectively the Parties. These Terms apply to all sales made by us to you.
- 1.2 You have requested the Services, described on and able to be ordered via our Site. You accept these Terms by:
  - (a) ticking the online acceptance box;
  - (b) confirming by email that you accept the Terms;
  - (c) instructing us to proceed with the Services;
  - (d) signing or executing any Proposal that we provide to you; or
  - (e) making part or full payment for the Services, set out in our tax invoice to you (**Invoice**).
- 1.4 **You agree that these Terms form the agreement under which we will supply Services to you. Please read these Terms carefully.** Please contact us if you have any questions using the contact details at the end of these Terms. Using or purchasing our Services indicates that you have had sufficient opportunity to read these Terms and contact us if needed, that you have read, accepted and will comply with these Terms, and that you are 18 years or older, or have the consent of a legal guardian who is 18 years or older. If you do not agree to these Terms, you must not use or purchase our Services from us.

**2. SERVICES**

- 2.1 We agree to perform the Services with due care and skill.
- 2.2 We reserve the right to refuse any request that we deem inappropriate, unreasonable or illegal.
- 2.3 We may provide the Services to you using our employees, contractors and third party providers and they are included in these Terms.
- 2.4 Third parties who are not our employees or our direct contractors will be your responsibility. We are not responsible for the products or services provided by those third parties.
- 2.5 If you request Variations after your booking is confirmed, we have discretion as to whether

we accept them and whether an adjustment to the Program Price may be required.

- 2.6 If we agree to perform a Variation, we will inform you of any Variation Fee. You must pay the Variation Fee before we commence the Variation. We will invoice you accordingly for the Variation.

**3. PROGRAM PRICE, INVOICING AND PAYMENT**

- 3.1 In order to book and reserve your place on a program (**Program**), you must pay the total cost of the Program (the **Program Price**) by the date set out on our Invoice. An Application Fee (**Application Fee**) may be charged to process applications, including reviewing auditions if applicable, for our Programs. If an Application Fee applies, this will be notified to you on our Site or Proposal.
- 3.2 You agree to pay us the amounts set out on our Site and/or Proposal. All amounts are stated in Australian dollars, except where stated otherwise. All amounts include Australian GST (where applicable). Payment may be made by way of the payment method set out on our Site or Proposal to you.
- 3.3 Our pricing structure, payment methods and these Terms may be amended from time to time at our discretion. The changes will apply to you for Services booked after the date of the change, and in any event no earlier than the date that the amended or new Terms are provided to you. After a pricing change, you have the choice to continue using the Services, or to cease to use the Services without penalty.

**4. EXCLUSIONS**

- 4.1 Except where expressly stated otherwise, the Program Price does not include the Exclusions, including but not limited to the cost of travel to and from Australia or any domestic flights. The Program Price excludes airport fees and/or taxes, travel or baggage insurance, passport fees, visa fees, excess baggage fees, musical instrument transportation fees, musical instrument hire costs, meals or drinks not specified in the Program itinerary and all expenses of a personal nature such as laundry, telephone calls, wifi, optional tours and gratuities for guides, restaurant waiters and drivers.

- 4.2 The Program includes the Inclusions as set out in our Proposal or our Site.

**5. RUSH BOOKINGS AND ADDITIONAL BOOKINGS**

- 5.1 If you book a Program after bookings have closed or you make an additional booking, we reserve the right to charge you an additional fee for your late or additional booking.

**6. CANCELLATION AND REFUNDS**



- 6.1 You may cancel a booking by sending us written notice of the cancellation to our email address at the bottom of these Terms. We will not regard a booking as cancelled unless and until written notice is received by us.
- 6.2 At the time of cancellation you will be refunded the amount you have already paid less the cancellation fee as outlined below and less any international or bank transfer fee:

No. of days' notice	Cancellation fee (% of Program Price)
40+ days before Start Date	35%
Within 40 days of Start Date	100%

**7. AVAILABILITY AND ALTERATIONS**

- 7.1 We do our best to ensure the availability of all Program experiences. Circumstances may arise which require us to alter a Program itinerary, the availability of an experience or the teacher or performer advertised on any Program itinerary we provide you with.
- 7.2 If we need to make a change to the Program itinerary or any part of the Program, we will contact you as soon as practicably possible to notify you of the change.
- 7.3 We reserve the right to make any necessary alterations to the itinerary or Program that we deem desirable for your convenience.

**8. SUPERVISION AND ACCOMPANIMENT**

- 8.1 The organisation and provision of the Services follows a set itinerary and may involve lessons and performances. While we may, as part of the Services, organise accommodation in hotels and/or other living arrangements for participants (**Participants**), we will not supervise or be responsible for Participants overnight or at their hotel accommodation.
- 8.2 If you contact us to book a group tour (**Group Tour**), then you must organise for a group leader to supervise Participants. You must provide us with details of the nominated group leader when requested.
- 8.3 The ratio of group leaders to Participants must be no less than 1:20 (i.e. groups larger than 20 will require 2 group leaders). We recommend a ratio of 1 group leader to 15 Participants. While the International Academy of Musical Arts can provide limited local support, you acknowledge that our support staff are not trained in leading student groups and only perform limited support functions.

**9. MINIMUM MUSICAL LEVEL REQUIREMENTS AND AGE REQUIREMENTS**

- 9.1 Participants require a minimum of 6 months musical training for certain Programs. We will advise you of any minimum musical training required.
- 9.2 We will review bookings for Participants with less than the minimum required level of musical training and determine, in our sole discretion, whether the Participant's booking can be completed. Detailed information of the Participant's instrument and level of experience must be communicated to us at the time of Participant enrolment or booking to facilitate planning and program design. For Participants who play less common instruments, such as non-western instruments, the International Academy of Musical Arts will assess a Participant's suitability for a Program on a case-by-case basis and reserves the right to decline a Participant's application if we believe the Program cannot cater to their educational needs.
- 9.3 Certain Programs will be limited to certain age groups. We will advise you of any age requirements at the time of making a booking.

**10. DIETARY REQUIREMENTS AND MEDICAL NEEDS**

- 10.1 At the time of making a booking, you must advise us of any disability, medical conditions or dietary requirements, to ensure that meal plans and other arrangements can be made, if applicable.
- 10.2 We may, in our absolute discretion, decline your booking or require that the Participant be accompanied by a suitably qualified carer if we are of the view that:
  - (a) we cannot adequately provide for any or all of your special needs;
  - (b) your health, safety or enjoyment, or that of any other Participants or participants attending the Program may be at risk; or
  - (c) you cannot or will not abide by any of our reasonable directions.

**11. YOUR OBLIGATIONS AND WARRANTIES**

- 11.1 You warrant that you will not employ, canvass, solicit, entice, induce or attempt to employ any employee or contractor that was employed by or contracted to us during the time that we provide Services to you or the 12 month period prior to that time.
- 11.2 You warrant that throughout the term of these Terms that:
  - (a) there are no legal restrictions preventing you from agreeing to these Terms;
  - (b) you will cooperate with us and provide us with information that is reasonably necessary to enable us to perform the



Services as requested by us from time to time, and comply with these requests in a timely manner;

- (c) the information you provide to us is true, correct and complete;
- (d) you will not infringe any third party rights in working with us and receiving the Services;
- (e) you will inform us if you have reasonable concerns relating to our provision of Services under these Terms, with the aim that we and you will use all reasonable efforts to resolve your concerns;
- (f) you are responsible for obtaining any consents, licences and permissions from other parties necessary for the Services to be provided, at your cost, and for providing us with the necessary consents, licences and permissions; and
- (g) you consent to the use of your name and Intellectual Property in relation to the Services in a way which may identify you.

## 12. PARTICIPANT CONDUCT AND BEHAVIOUR

- 12.1 We aim to provide a safe, enjoyable and memorable experience for all Participants. To ensure a safe and enjoyable experience, anti-social behaviour including but not limited to property damage, disregard for accommodation or house rules, disruptive behaviours in classes or on Programs, or any behaviour that interferes with the safety and/or well-being of other participants will not be tolerated. Any participant found to be breaking the law or displaying unacceptable behaviours will be requested to leave the Program immediately, with no right to a refund. We reserve the right not to accept the participant on future tours or programs. Participants must comply with applicable laws, customs, expected acceptable behaviours and our directions on a Program.
- 12.2 Participants or any person participating in an International Academy of Musical Arts Program are not permitted to take photos, videos or other recordings of any lessons, concerts or other performances, unless the express permission of the International Academy of Musical Arts is obtained.

## 13. INSURANCE

- 13.1 Travel and/or medical insurance is not included in any of our prices, unless we advise you otherwise. It is a condition of participating in an International Academy of Musical Arts Program that you have comprehensive travel and/or medical insurance to cover you for the full duration of your journey for costs associated

with illness, injury, death, loss of or damage to baggage and personal items, cancellation, loss of deposit, medical and hospitalisation expenses, repatriation and curtailment expenses due to illness, the need to return home unexpectedly, evacuation expenses and accidental death or disability. We can provide you with information about travel insurance on request. However, you are solely responsible for obtaining the appropriate insurance cover as set out above.

## 14. OUR INTELLECTUAL PROPERTY

- 14.1 Any forms, documents and materials we provide to you in carrying out the Services contains material which is owned by or licensed to us and is protected by Australian and international laws (**Materials**). We own the Intellectual Property rights in the Materials including but not limited to copyright which subsists in all creative and literary works incorporated into our Materials.
- 14.2 You agree that, as between you and us, we own all Intellectual Property rights in our Materials, and that nothing in these Terms constitutes a transfer of any Intellectual Property rights in our Materials, except as stated in these Terms or with our written permission.
- 14.3 Your use of our Materials does not grant you a licence, or act as a right to use, any Intellectual Property in the Materials, whether registered or unregistered, except as stated in these Terms or with our written permission.
- 14.4 You must not breach our Intellectual Property rights by, including but not limited to:
- (a) altering or modifying any of the Materials;
  - (b) creating derivative works from the Materials; or
  - (c) using our Materials for commercial purposes such as onsale to third parties.
- 14.5 You consent and agree to us taking videos, photos or other recordings (**Media**) of you or a Participant during the Program. You consent to the International Academy of Musical Arts using the Media in any marketing material used to advertise Programs or the International Academy of Musical Arts.
- 14.6 If you do not wish for photos or recordings to be taken of you or a Participant during a Program, you must advise us as soon as possible. We will provide a model release form where applicable. This clause will survive the termination of these Terms.

## 15. AUDITIONS

- 15.1 Auditions may be required for certain Programs. For Programs which require auditions, Participants will be required to send



a short video to the International Academy of Musical Arts for our assessment or to upload a video to Youtube or Youku or another video-sharing website.

**16. YOUR INTELLECTUAL PROPERTY AND MORAL RIGHTS**

- 16.1 If you provide information including any Intellectual Property to us, then you:
- (a) warrant that you have all necessary rights to provide the Intellectual Property to us;
  - (b) grant us a perpetual, non-exclusive, royalty-free, irrevocable, worldwide and transferable licence to use the Intellectual Property in any way we require to provide the Services to you; and
  - (c) consent to any act or omission which would otherwise constitute an infringement of your Moral Rights.
- 16.2 If you (or any employee or agent) have Moral Rights in any Intellectual Property that you provide to us, you:
- (a) irrevocably consent to any amendment of the Intellectual Property in any manner by us;
  - (b) irrevocably consent to us using or applying the Intellectual Property without any attribution of authorship;
  - (c) agree that your consent extends to acts and omissions of any of our licensees and successors in title; and
  - (d) agree that your consent is a genuine consent under the *Copyright Act 1968* (Cth) and has not been induced by duress or any false or misleading statement.
- 16.3 This clause will survive the termination of these Terms.

**17. CONFIDENTIAL INFORMATION**

- 17.1 We, including our employees and contractors, agree not to disclose your Confidential Information to any third party (other than, where necessary, third party suppliers, or as required by law) other than as set out in our Privacy Policy, which is available on the Site; to use all reasonable endeavours to protect Confidential Information from any unauthorised disclosure; only to use the Confidential Information for the purpose for which it was disclosed by you to provide better quality services to you and not for any other purpose.
- 17.2 You, including your employees and contractors, agree not to disclose our Confidential Information to any third party; to use all reasonable endeavours to protect Confidential Information from any unauthorised disclosure; and only to use the Confidential Information for

the purpose for which it was disclosed or provided by us to you, to provide better quality services to you and not for any other purpose.

- 17.3 These obligations do not apply to Confidential Information that:
- (a) is authorised to be disclosed;
  - (b) is in the public domain and/or is no longer confidential, except as a result of breach of these Terms;
  - (c) is received from a third party, except where there has been a breach of confidence; or
  - (d) must be disclosed by law or by a regulatory authority including under subpoena.
- 17.4 This clause will survive termination of these Terms.

**18. FEEDBACK AND DISPUTE RESOLUTION**

- 18.1 Your feedback is important to us. We seek to resolve your concerns quickly and effectively and we deal with complaints promptly. If you have any feedback or questions about the Services, please contact us.
- 18.2 If there is a dispute between the Parties in relation to these Terms, the Parties agree to the following dispute resolution procedure:
- (a) The complainant must tell the respondent in writing, the nature of the dispute, what outcome the complainant wants and what action the complainant thinks will settle the dispute. The Parties agree to meet in good faith to seek to resolve the dispute by agreement between them at an initial meeting.
  - (b) If the Parties cannot agree how to resolve the dispute at the initial meeting, any Party may refer the matter to a mediator. If the parties cannot agree on who the mediator should be, the complainant will ask the Law Society of Victoria to appoint a mediator. The mediator will decide the time and place for mediation. The Parties must attend the mediation in good faith, to seek to resolve the dispute.
- 18.3 Any attempts made by the Parties to resolve a dispute pursuant to this clause are without prejudice to other rights or entitlements of the Parties under these Terms, by law or in equity.

**19. TERMINATION**

- 19.1 Either Party may terminate these Terms if there has been a material breach of these Terms, subject to following the dispute resolution procedure.
- 19.2 We may terminate these Terms immediately, at our sole discretion, if:
- (a) you commit a non-remediable breach of these Terms;



- (b) you commit a remediable breach of these Terms and do not remedy the breach within 10 days after receiving notice of the breach;
- (c) your behaviour on a Program is inappropriate and we deem that such conduct is incompatible with the interests of other participants on the Program;
- (d) you fail to adequately disclose medical conditions;
- (e) you do not comply with the age requirements set out in these Terms;
- (f) we consider that a request for the Service or your conduct on a Program is inappropriate, improper or unlawful;
- (g) you fail to provide us with clear or timely instructions to enable us to provide the Services;
- (h) we consider that our working relationship has broken down including a loss of confidence and trust;
- (i) you act in a way which we reasonably believe will bring us or our Site into disrepute;
- (j) you provide us with incorrect payment details or any other incorrect information; or
- (k) for any other reason outside our control which has the effect of compromising our ability to perform the Services within the required timeframe.
- 19.3 On termination of these Terms you agree that any payments made are not refundable to you, except in accordance with clause 6.
- 19.4 On termination of these Terms you agree to promptly return (where possible), or delete or destroy (where not possible to return), our Confidential Information and Intellectual Property, and/or documents containing or relating to our Confidential Information and Intellectual Property.
- 19.5 On termination of these Terms, we agree to promptly return (where possible), or delete or destroy (where not possible to return), your Confidential Information and Intellectual Property, and/or documents containing or relating to your Confidential Information and Intellectual Property.
- 19.6 On completion of the Services, we will retain your documents (including copies) as required by law or regulatory requirements. Your express or implied agreement to these Terms constitutes your authority for us to retain or destroy documents in accordance with the statutory periods, or on termination of these Terms.
- 19.7 The accrued rights, obligations and remedies of the Parties are not affected by the termination of these Terms.
- 20. CONSUMER LAW, LIMITATION OF LIABILITY AND DISCLAIMERS**
- 20.1 Certain legislation including the Australian Consumer Law (**ACL**) in the *Competition and Consumer Act 2010* (Cth) and similar consumer protection laws and regulations may confer you with rights, warranties, guarantees and remedies relating to the provision of Services by us to you which cannot be excluded, restricted or modified (**Statutory Rights**).
- 20.2 We guarantee that the Services we supply to you are rendered with due care and skill, fit for the purpose that we advertise, or that you have told us you are acquiring the Services for, unless we consider and disclose that this purpose is not achievable; and will be supplied within a reasonable time.
- 20.3 Nothing in these Terms excludes your Statutory Rights as a consumer under the ACL. You agree that our liability for the Services is governed solely by the ACL and these Terms. We exclude all conditions and warranties implied by custom, law or statute except for your Statutory Rights.
- 20.4 **Delay:** Where the provision of Services depends on your information or response, we have no liability for a failure to perform the Services in the period set out on the Site where it is affected by your delay in response, or supply of incomplete or incorrect information.
- 20.5 **Referral:** We may provide you with contact details of third party specialists. This is not a recommendation by us for you to seek their advice or to use their services. We make no representation or warranty about the third party advice or provision of services, and we disclaim all responsibility and liability for the third party advice or provision of services, or their failure to advise or provide services.
- 20.6 **Warranties:** Except for your Statutory Rights, we exclude all express and implied warranties representations and guarantees and all material and work is provided to you without warranties, representations and guarantees of any kind, either express or implied. We expressly exclude all warranties including but not limited to implied warranties of merchantability and fitness for a particular purpose.
- 20.7 **Availability:** To the extent permitted by law, we exclude all liability for:
- (a) the Services being unavailable; and





- (b) any Claims (whether direct, indirect, incidental, special, consequential and/or incidental), for loss of profits, revenue, production, opportunity, access to markets, goodwill, reputation, or any indirect, remote, abnormal or unforeseeable loss, or any loss or damage relating to business interruption or otherwise, suffered by you or made against you, arising out of or in connection with your inability to access or use the Services, or the late supply of Services, even if we were expressly advised of the likelihood of such loss or damage.
- 20.8 **Limitation:** To the extent permitted by law, our total liability arising out of or in connection with the Services, including for injuries to Participants, a Participant's musical instrument being lost, stolen or damaged, caterers not meeting dietary requirements or for last minute bookings, however arising, including under contract, tort including negligence, in equity, under statute or otherwise, is limited to us re-supplying the Services to you, or, at our option, us refunding to you the amount you have paid us for the Services to which your claim relates. Our total liability to you for all damages in connection with the Services will not exceed the price paid by you under these Terms for the 12 month period prior to the act which gave rise to the liability, or one hundred dollars (AUD\$100) if no such payments have been made.
- 20.9 This clause will survive termination of these Terms.
- 21. VISAS AND PASSPORTS**
- 21.1 You are responsible for obtaining and paying for all visas and entry documents, for meeting all health and other requirements, and for any documents required by the laws, regulations, orders, and/or requirements of Australia. We are not responsible for providing specific visa and passport information or documentation, and we cannot accept liability for any Participant refused entry into Australia due to failure of the Participant to carry correct documentation. All Participants travelling internationally are required to have a passport. It is recommended you have a minimum of three blank pages in your passport when travelling and at least six months validity remaining on your passport. It is your responsibility to verify all visa and passport requirements.
- 22. INDEMNITY**
- 22.1 You are liable for and agree to indemnify, defend and hold us harmless for and against any and all Claims, liabilities, suits, actions and expenses, including costs of litigation and reasonable legal costs, resulting directly or indirectly from:
- (a) any information that is not accurate, up to date or complete or is misleading or a misrepresentation;
  - (b) your breach of these Terms;
  - (c) any misuse of the Services, the Site or the Materials by you, your employees, contractors or agents; and
  - (d) your breach of any law or third party rights.
- 22.2 This clause will survive termination of these Terms.
- 23. GENERAL**
- 23.1 **Privacy:** We agree to comply with the legal requirements of the Australian Privacy Principles as set out in the *Privacy Act 1988* (Cth) and any other applicable legislation or privacy guidelines.
- 23.2 **Publicity:** You consent to us using advertising or publically announcing that we have provided Services to you, including but not limited to mentioning you on our Site and in our promotional material.
- 23.3 **Email:** You acknowledge that we are able to send electronic mail to you and receive electronic mail from you. You release us from any claim you may have as a result of any unauthorised copying, recording, reading or interference with that document or information after transmission, for any delay or non-delivery of any document or information and for any damage caused to your system or any files by a transfer.
- 23.4 **GST:** If and when applicable, GST payable on the Fee for the Services will be set out on our Invoices. You agree to pay the GST amount at the same time as you pay the Fee.
- 23.5 **Relationship of parties:** These Terms are not intended to create a relationship between the parties of partnership, joint venture, or employer-employee.
- 23.6 **Assignment:** These Terms are personal to the Parties. A Party must not assign or deal with the whole or any part of its rights or obligations under these Terms without the prior written consent of the other Party (such consent not to be unreasonably withheld).
- 23.7 **Severance:** If any provision (or part of it) under these Terms is held to be unenforceable or invalid in any jurisdiction, then it will be interpreted as narrowly as necessary to allow it



to be enforceable or valid. If a provision (or part of it) under these Terms cannot be interpreted as narrowly as necessary to allow it to be enforceable or valid, then the provision (or part of it) must be severed from these Terms and the remaining provisions (and remaining part of the provision) of these Terms are valid and enforceable.

- 23.8 **Force Majeure:** We will not be liable for any delay or failure to perform our obligations under these Terms if such delay is due to any circumstance beyond our reasonable control.
- 23.9 **Notice:** Any notice required or permitted to be given by either Party to the other under these Terms will be in writing addressed to you at the address you provide at the time you order our Services. Our address is set out at the end of these Terms. Any notice may be sent by standard post or email, and notice will be deemed to have been served on the expiry of 48 hours in the case of post, or at the time of transmission in the case of transmission by email.
- 23.10 **Jurisdiction & Applicable Law:** These terms are governed by the laws of Victoria and the Commonwealth of Australia. Each Party irrevocably and unconditionally submits to the exclusive jurisdiction of the courts operating in Victoria.
- 23.11 **Entire Agreement:** These Terms and any document expressly referred to in them represent the entire agreement between you and us and supersede any prior agreement, understanding or arrangement between the Parties, whether oral or in writing.

#### 24. DEFINITIONS

- 24.1 **Business Day** means a day which is not a Saturday, Sunday or bank or public holiday in Victoria, Australia.
- 24.2 **Claim/Claims** includes a claim, notice, demand, right, entitlement, action, proceeding, litigation, prosecution, arbitration, investigation, judgment, award, damage, loss, cost, expense or liability however arising, whether present, unascertained, immediate, future or contingent, whether based in contract, tort or statute and whether involving a third party or a party to this Agreement or otherwise.
- 24.3 **Confidential Information** includes confidential information about you, your credit card or payment details, and the business, structure, programs, processes, methods, operating procedures, activities, products and services, trade secrets, know how, financial, accounting, marketing and technical information, customer

and supplier lists (including prospective customer and supplier information), ideas, concepts, know-how, Intellectual Property, technology, and other information of either Party whether or not such information is reduced to a tangible form or marked in writing as "confidential".

- 24.4 **Exclusions** means items or activities not included in a Program, including but not limited to items or activities listed in our Proposal or our Site.
- 24.5 **GST** means GST as defined in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth) as amended from time to time or any replacement or other relevant legislation and regulations.
- 24.6 **Inclusions** means items or activities which are included on a Program as set out in the Proposal or our Site.
- 24.7 **Intellectual Property** includes any and all present and future rights to intellectual and industrial property throughout the world, and includes all copyright and analogous rights, all rights in relation to inventions (including patent rights), patents, improvements, registered and unregistered trademarks, designs (whether or not registered or registrable), any corresponding property rights under the laws of any jurisdiction, discoveries, circuit layouts, trade names, trade secrets, secret processes, know-how, concepts, ideas, information, processes, data or formulae, business names, company names or internet domain names, and any Confidential Information.
- 24.8 **Moral Rights** means the right of attribution of authorship, the right not to have authorship falsely attributed and the right of integrity of authorship, as defined in the *Copyright Act 1968* (Cth).
- 24.9 **Proposal** means any proposal for the Services which we may provide to you.
- 24.10 **Services** means the services described on our Site or Proposal, including but not limited to music and cultural study tours, music and cultural education, English lessons, cultural experiences and tour packages inclusive of accommodation, meals, transport and sightseeing.
- 24.11 **Site** means our website at [www.iamusica.org](http://www.iamusica.org).
- 24.12 **Start Date** means the day the Program commences.
- 24.13 **Terms** means these terms and conditions.
- 24.14 **Variation** means amended or additional services, including but not limited to organising participation in, attendance at or observation of local music classes or performances, music



group rehearsals or public concerts, or any other service which is otherwise not included in our Proposal or the Services.

24.15 **Variation Fee** means the additional cost for a Variation.

**Contact details:**

Sapiente Group Pty. Ltd. ABN 37 615 343 103  
Level 14, 333 Collins Street  
Melbourne VIC 3000  
contact@iamusica.org

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