

CLDC Tutoring Fee Policy

Effective Date: Term 4, 2025.

Applies to: All enrolled students and families at Canberra Learning and Development Centre (CLDC)

1. Payment Terms

- Tutoring fees are charged **per term**.
 - **Invoices** will be issued in **Week 1** of each term.
 - **Full payment** is due by Friday **Week 2** unless a direct debit instalment plan has been arranged through Pinch Pay.
 - Families may choose:
 - **Full Term Upfront Payment**, or
 - **Weekly Direct Debit Instalments** (selected via the invoice link)
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2. Payment Methods

We accept the following methods:

- Direct Debit (preferred)
 - Bank Transfer / EFT
 - Credit Card – please call Lachlan
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3. Late Payments

- Accounts not settled by the due date will be considered **overdue**.
- A **friendly reminder** will be sent if payment has not been received by the end of **Week 2**.
- If fees remain unpaid by **Week 3**, lessons may be **paused until the account is settled**.
- A **late fee of \$20** may be applied to accounts more than **14 days overdue**.

CLDC

Fee Policy

Updated 7th Oct 2025

4. Missed or Cancelled Lessons

- Fees are charged on an **enrolment basis**, not per lesson attended.
 - Lessons missed or cancelled the day of tutoring are **not refundable and no makeup will be offered**. Lessons missed due to other circumstances and notice is given, where possible, a **make-up session** will be available through the parent portal, or additional work provided.
 - If a lesson is cancelled by the Centre then a make-up will be available to you through the parent portal or additional work will be offered.
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5. Withdrawal from Tutoring

- If you withdraw from tutoring for any reason and no notice is given to the Centre; fees will continue to be charged to your account until the Centre is notified.
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6. Discounts & Incentives

- **Early Bird Discount:** Families who pay in full before Monday of **Week 2** receive a 5% discount.
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7. Communication

If you are experiencing difficulty with payment, please contact our Admin Team (Lachlan or Khazeema) as soon as possible to discuss options.

admin@canberraldc.com.au
