

Pricing Overview

Year 11

Subject	Class Length	Sessions (per term)	Fee (incl. GST)	Total (incl. GST)	Hourly
English Advanced	2 hours	9 + exam + 1 private lesson	\$90	\$900	\$42.9
Mathematics Ext 1 + Advanced	2 hours	10 + exam	\$75	\$825	\$37.5
Mathematics Advanced	2 hours	9 + exam	\$70	\$700	\$35.0
Economics	2 hours	9 + exam	\$80	\$800	\$40.0

Year 12

Subject	Class Length	Sessions (per term)	Fee (incl. GST)	Total (incl. GST)	Hourly
English Advanced	2.5 hours	9 + exam + 1 private lesson	\$117	\$1170	\$45.0
Mathematics Ext 1 + Advanced	2.5 hours	9 + exam	\$95	\$950	\$38.0
Mathematics Advanced	2.5 hours	9 + exam	\$90	\$900	\$36.0
Economics	2.5 hours	9 + exam	\$108	\$1080	\$43.2

YEAR 12

HSC English Advanced

Per 10-week term

Weekly Theory Lessons	Weekly 2.5-hour group classes prepared and delivered by one of our experienced English tutors, in a small group.
Marking and Feedback	Personalised feedback on quizzes, homework, and written submissions marked by the class tutor for individualised feedback.
Individual Lessons	One individual lesson per term with the class tutor (1 hour), included in the term fee* *Additional individual lessons charged at \$100 per hour (English 1:1 rate)
Out-of-class Support	Unlimited and accessible year-round (Phone, Email, Discord).
Course Material	Free of charge, designed in-house by our high-achieving academic staff. Includes a final exam per term.

Investment

GROUP TUITION \$1,070 + INDIVIDUAL TUITION \$100
INCLUDING GST

\$1,170

Hourly Rate**

INCLUDING GST

\$45.00 per hour

****Total Hours = 26**— (10 × 2.5-hour weekly classes) + (1 hour individual lesson).

DISCOUNTS

5%

Early Bird

5% off term fees paid by the early bird cutoff date published before each term. May be combined with the 'Multiple Subjects' discount.

10%

Multiple Subjects

For students enrolled in two or more subjects. May be combined with the 'Early Bird' discount.

Two-week free trial available – See website for details and booking steps.

Early Bird and Multiple Subjects discounts combine to a maximum of 15% off the term fee.

YEAR 11

HSC English Advanced

Per 10-week term

Weekly Theory Lessons	Weekly 2-hour group classes prepared and delivered by one of our experienced English tutors, in a small group.
Marking and Feedback	Personalised feedback on quizzes, homework, and written submissions marked by the class tutor for individualised feedback.
Individual Lessons	One individual lesson per term with the class tutor (1 hour), included in the term fee* *Additional individual lessons charged at \$100 per hour (English 1:1 rate)
Out-of-class Support	Unlimited and accessible year-round (Phone, Email, Discord).
Course Material	Free of charge, designed in-house by our high-achieving academic staff. Includes a final exam per term.

Investment

GROUP TUITION \$800 + INDIVIDUAL TUITION \$100
INCLUDING GST

\$900

Hourly Rate**

INCLUDING GST

\$42.86 per hour

**Total Hours = 21 — (10 × 2-hour weekly classes) + (1 hour individual lesson).

DISCOUNTS

5%

Early Bird

5% off term fees paid by the early bird cutoff date published before each term. May be combined with the 'Multiple Subjects' discount.

10%

Multiple Subjects

For students enrolled in two or more subjects. May be combined with the 'Early Bird' discount.

Two-week free trial available – See website for details and booking steps.

Early Bird and Multiple Subjects discounts combine to a maximum of 15% off the term fee.

YEAR 12

HSC Economics

Per 10-week term

Weekly Theory Lessons	Weekly 2.5-hour group classes prepared and delivered by one of our experienced Economics tutors, in a small group.
Marking and Feedback	Personalised feedback on quizzes, homework, and written submissions marked by the class tutor for individualised feedback.
Individual Lessons	Individual lessons per term upon request* *Charged at \$85 per hour
Out-of-class Support	Unlimited and accessible year-round (Phone, Email, Discord).
Course Material	Free of charge, designed in-house by our high-achieving academic staff. Includes a final exam per term.

Investment

INCLUDING GST

\$1,080

Hourly Rate**

INCLUDING GST

\$43.20 per hour

****Total Hours = 25** — (10 × 2.5-hour weekly classes).

DISCOUNTS

5%

Early Bird

5% off term fees paid by the early bird cutoff date published before each term. May be combined with the 'Multiple Subjects' discount.

10%

Multiple Subjects

For students enrolled in two or more subjects. May be combined with the 'Early Bird' discount.

Two-week free trial available – See website for details and booking steps.
Early Bird and Multiple Subjects discounts combine to a maximum of 15% off the term fee.

YEAR 11

HSC Economics

Per 10-week term

Weekly Theory Lessons	Weekly 2-hour group classes prepared and delivered by one of our experienced Economics tutors, in a small group.
Marking and Feedback	Personalised feedback on quizzes, homework, and written submissions marked by the class tutor for individualised feedback.
Individual Lessons	Individual lessons per term upon request* *Charged at \$85 per hour
Out-of-class Support	Unlimited and accessible year-round (Phone, Email, Discord).
Course Material	Free of charge, designed in-house by our high-achieving academic staff. Includes a final exam per term.

Investment

INCLUDING GST

\$800

Hourly Rate**

INCLUDING GST

\$40.00 per hour

****Total Hours = 20** — (10 × 2-hour weekly classes)

DISCOUNTS

5%

Early Bird

5% off term fees paid by the early bird cutoff date published before each term. May be combined with the 'Multiple Subjects' discount.

10%

Multiple Subjects

For students enrolled in two or more subjects. May be combined with the 'Early Bird' discount.

Two-week free trial available – See website for details and booking steps.

Early Bird and Multiple Subjects discounts combine to a maximum of 15% off the term fee.

YEAR 12

HSC Mathematics Ext 1 + Advanced

Per 10-week term

Our Math Extension course covers all content in Advanced, so you don't need to enrol in both.

Weekly Theory Lessons Weekly 2.5-hour group classes prepared and delivered by one of our experienced Mathematics tutors, in a small group.

Marking and Feedback Personalised feedback on quizzes, homework, and written submissions marked by the class tutor for individualised feedback.

Individual Lessons Individual lessons per term upon request*
*Charged at \$85 per hour

Out-of-class Support Unlimited and accessible year-round (Phone, Email, Discord).

Course Material Free of charge, designed in-house by our high-achieving academic staff. Includes a final exam per term.

Investment
INCLUDING GST

\$950

Hourly Rate**
INCLUDING GST

\$38.00 per hour

**Total Hours = 25 — (10 × 2.5-hour weekly classes).

DISCOUNTS

5%

Early Bird

5% off term fees paid by the early bird cutoff date published before each term. May be combined with the 'Multiple Subjects' discount.

10%

Multiple Subjects

For students enrolled in two or more subjects. May be combined with the 'Early Bird' discount.

Two-week free trial available – See website for details and booking steps.

Early Bird and Multiple Subjects discounts combine to a maximum of 15% off the term fee.

YEAR 11

HSC Mathematics Ext 1 + Advanced

Per 10-week term

Our Math Extension course covers all content in Advanced, so you don't need to enrol in both.

Weekly Theory Lessons	Weekly 2-hour group classes prepared and delivered by one of our experienced Mathematics tutors, in a small group.
Marking and Feedback	Personalised feedback on quizzes, homework, and written submissions marked by the class tutor for individualised feedback.
Individual Lessons	Individual lessons per term upon request* *Charged at \$85 per hour
Out-of-class Support	Unlimited and accessible year-round (Phone, Email, Discord).
Course Material	Free of charge, designed in-house by our high-achieving academic staff. Includes a final exam per term.

Investment
INCLUDING GST

\$825

Hourly Rate**
INCLUDING GST

\$37.50 per hour

****Total Hours = 22**— (10 × 2-hour weekly classes) + (2 hour exam)

DISCOUNTS

5%

Early Bird

5% off term fees paid by the early bird cutoff date published before each term. May be combined with the 'Multiple Subjects' discount.

10%

Multiple Subjects

For students enrolled in two or more subjects. May be combined with the 'Early Bird' discount.

Two-week free trial available – See website for details and booking steps.

Early Bird and Multiple Subjects discounts combine to a maximum of 15% off the term fee.

YEAR 12

HSC Mathematics Advanced

Per 10-week term

Weekly Theory Lessons	Weekly 2.5-hour group classes prepared and delivered by one of our experienced Mathematics tutors, in a small group.
Marking and Feedback	Personalised feedback on quizzes, homework, and written submissions marked by the class tutor for individualised feedback.
Individual Lessons	Individual lessons per term upon request* *Charged at \$85 per hour
Out-of-class Support	Unlimited and accessible year-round (Phone, Email, Discord).
Course Material	Free of charge, designed in-house by our high-achieving academic staff. Includes a final exam per term.

Investment

INCLUDING GST

\$900

Hourly Rate**

INCLUDING GST

\$36.00 per hour

****Total Hours = 25** — (10 × 2.5-hour weekly classes).

DISCOUNTS

5%

Early Bird

5% off term fees paid by the early bird cutoff date published before each term. May be combined with the 'Multiple Subjects' discount.

10%

Multiple Subjects

For students enrolled in two or more subjects. May be combined with the 'Early Bird' discount.

Two-week free trial available – See website for details and booking steps.

Early Bird and Multiple Subjects discounts combine to a maximum of 15% off the term fee.

YEAR 11

HSC Mathematics Advanced

Per 10-week term

Weekly Theory Lessons	Weekly 2-hour group classes prepared and delivered by one of our experienced Mathematics tutors, in a small group.
Marking and Feedback	Personalised feedback on quizzes, homework, and written submissions marked by the class tutor for individualised feedback.
Individual Lessons	Individual lessons per term upon request* *Charged at \$85 per hour
Out-of-class Support	Unlimited and accessible year-round (Phone, Email, Discord).
Course Material	Free of charge, designed in-house by our high-achieving academic staff. Includes a final exam per term.

Investment

INCLUDING GST

\$700

Hourly Rate**

INCLUDING GST

\$35.00 per hour

****Total Hours = 20** — (10 × 2-hour weekly classes)

DISCOUNTS

5%

Early Bird

5% off term fees paid by the early bird cutoff date published before each term. May be combined with the 'Multiple Subjects' discount.

10%

Multiple Subjects

For students enrolled in two or more subjects. May be combined with the 'Early Bird' discount.

Two-week free trial available – See website for details and booking steps.
Early Bird and Multiple Subjects discounts combine to a maximum of 15% off the term fee.

Plume HSC Payment Policy

Legal entity: Plume HSC Specialist Tuition Pty Ltd

ABN: 18 700 645 807

Commencement date: 6 October 2026

Last updated: 6 October 2026

Contact: office@plumehsc.com.au

1. General terms

1.1 Application

This policy sets out the payment, enrolment, discount, cancellation and refund arrangements for tuition and associated resources provided by Plume HSC Specialist Tuition Pty Ltd, trading as Plume HSC (“Plume”, “we”, “us” or “our”).

1.2 Parent or guardian responsibility

A parent or guardian must accept this policy when enrolling a student. The accepting parent or guardian is responsible for payment of fees and charges properly payable under the enrolment agreement.

The parent or guardian must provide accurate contact details and notify Plume of any changes.

1.3 Fees and course inclusions

Course fees and inclusions are set out in the pricing sheet provided at enrolment and the relevant invoice. Any discrepancy should be clarified with Plume before payment.

All prices are in Australian dollars and include GST where applicable. GST will not be added on top of a published GST-inclusive price. The applicable GST treatment will be reflected on the invoice.

Separately purchased individual lessons and past resources are additional to course fees unless expressly included.

1.4 Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law or other applicable legislation.

All payment, cancellation and refund provisions are subject to those rights.

2. Two-week trial

2.1 Eligibility and duration

New students may undertake one two-week trial per course, comprising two consecutive scheduled weekly group lessons.

The trial does not include separately booked individual lessons or paid past-resource packages. Previous attendance at a Plume Holiday Workshop does not, by itself, prevent a student from receiving a course trial.

Trial lessons must be taken in consecutive teaching weeks. Student absences do not automatically extend the trial. Where Plume cancels a trial lesson, an appropriate replacement will be arranged.

2.2 Trial charging conditions

The trial is free only if the student does not continue into paid enrolment. If the student continues, both trial lessons are retrospectively charged as part of the course fees.

Students who continue are charged for the scheduled lessons from their first trial lesson through to the end of the term, including the two trial lessons.

2.3 Continuing after the trial

The parent or guardian must confirm continuation and pay the applicable invoice in full before the student's first scheduled lesson after the trial.

Merely completing a trial does not automatically create a paid enrolment. A student who does not proceed with paid enrolment owes no fees for the trial.

Once paid enrolment is confirmed, the automatic term-renewal arrangements in section 4 apply.

2.4 Withdrawing before the first post-trial lesson

The parent or guardian may cancel the course enrolment before the scheduled commencement of the first post-trial lesson without owing course fees, including fees for the trial lessons.

Any course fees already paid will be refunded. Separately ordered individual lessons and resource packages remain subject to their applicable terms.

3. Payment terms and overdue fees

3.1 Upfront payment

Course fees must be paid in full for the term, or the remaining part of the term for an approved mid-term enrolment. Instalment arrangements are not offered.

Payment must be made by bank transfer to the bank account nominated on Plume's invoice. Please include the requested payment reference and allow sufficient time for the transfer to be received.

3.2 Payment deadlines

For continuing students, payment is due before the first scheduled lesson of the new term.

For students completing a trial, payment is due before the first scheduled post-trial lesson.

For students commencing without a trial, payment is due before their first scheduled lesson.

Separately purchased individual lessons must be paid for before the appointment. Past-resource packages must be paid for before they are supplied.

An earlier published payment deadline may apply to qualify for an early-bird discount.

3.3 Late-payment fee

An invoice becomes overdue when the applicable payment deadline passes.

A one-off late-payment fee of \$20 applies to each overdue term invoice. The fee is not charged again each day or week that the same invoice remains unpaid.

The late-payment fee is subject to the safeguards in section 10.4.

3.4 Continued non-payment

If payment remains outstanding, Plume will send the parent or guardian a further written notice identifying the outstanding amount and allowing seven calendar days from the date of that notice to pay.

If the amount remains unpaid after that period, Plume may suspend attendance or terminate the student's enrolment and release their class place.

Termination does not remove liability for amounts lawfully owing. Any adjustment for services not provided will be made in accordance with this policy and applicable law.

3.5 Invoice enquiries

Parents or guardians should contact office@plumehsc.com.au promptly if they believe an invoice is incorrect. Plume will investigate the issue and correct any confirmed billing error.

4. Automatic term-to-term enrolment

4.1 Continuing enrolment

Once a student enters paid enrolment, their place in the same course will automatically continue into the following term unless the parent or guardian cancels it.

Automatic enrolment does not authorise Plume to withdraw funds from a bank account. Each term's invoice must still be paid by bank transfer.

Enrolment does not automatically continue beyond the published end of the student's course or include additional subjects.

4.2 Renewal notice

Plume will send a renewal notice and invoice at least 14 calendar days before the student's first scheduled lesson of the next term.

The notice will identify the course, fees, payment deadline, first lesson and cancellation process. Any proposed fee or policy changes will also be subject to section 12.

4.3 Cancelling the next term

The parent or guardian may cancel the next term's enrolment by emailing office@plumehsc.com.au before that term's first scheduled lesson begins.

No course fees are payable for a term cancelled before commencement, and any fees already paid for that term will be refunded.

Cancellation takes effect when the written notice is received; it does not depend on Plume subsequently approving the request.

Simply missing a lesson or leaving an invoice unpaid does not, by itself, constitute cancellation.

5. Mid-term enrolments and past resources

5.1 Prorated fees

Students joining after the start of a term are charged for scheduled lessons from their commencement date to the end of that term. Where a student continues after a trial, their commencement date for fee calculation is their first trial lesson.

The calculation will be shown or explained on the invoice. Lessons before that commencement date are not included in the enrolment fee.

5.2 English individual-lesson inclusion

The individual English lesson included in the full-term course package is available only to students who pay for a full term of English, after any applicable discounts.

A prorated English enrolment does not include this individual lesson. Its fee will be calculated using the applicable group-tuition component, excluding the bundled individual-lesson component.

A student who trials from the beginning of the term and subsequently pays the full-term fee, including the trial lessons, remains eligible for the included individual lesson.

5.3 Purchasing earlier materials and recordings

Enrolled students may purchase available materials and the lesson recording for lessons taught earlier in the term or year.

The price is 50% of the standard group-lesson fee for each lesson requested, before discounts. Plume will confirm the price and availability before accepting payment.

These packages do not include live tuition or an individual lesson. Early-bird and multi-subject discounts do not apply to them.

Purchasing earlier resources does not convert a part-term enrolment into a full-term enrolment or create an entitlement to the included English individual lesson.

Resources and recordings are supplied for the enrolled student's personal study and must not be shared or redistributed without permission.

6. Discounts

6.1 Early-bird discount

A 5% early-bird discount applies to eligible term course fees paid in full by the cutoff date published for that term.

There is no alternative or extended early-bird deadline for students whose trial finishes after the cutoff. Payment after the cutoff does not qualify.

6.2 Multi-subject discount

A 10% multi-subject discount applies to all eligible course fees for a student enrolled in two or more qualifying courses.

Eligibility is assessed at the beginning of each term, including trial enrolments that are subsequently confirmed and paid for from the start of the term.

The combined Mathematics Extension 1 + Advanced course counts as one course, not two.

If a student taking one course adds a second course partway through the term, the multi-subject discount does not apply to either course for that term. It may apply from the following term if both enrolments continue and meet the eligibility requirements.

6.3 Combining discounts

Where both discounts apply, they are added together to provide a maximum 15% discount on eligible course fees. They are not applied sequentially.

The individual English lesson bundled into a full-term English package forms part of the eligible course fee.

Separately purchased individual lessons, past-resource packages, late-payment fees and cancellation charges are excluded.

6.4 Changes to eligibility

Discounts are assessed separately each term. A discount received in one term does not guarantee eligibility in the next.

Any adjustment following a cancellation will be explained and will not be used to impose an undisclosed penalty or reduce a refund required by law.

7. Referral rewards

7.1 Reward amount

For a qualifying referral, Plume will pay a one-time \$100 reward to the referring student and \$100 to the newly referred student.

The rewards are monetary payments, not deductions from course invoices. Eligible course fees must still be paid in full after applicable discounts.

Referral rewards may be received alongside the early-bird and multi-subject discounts and do not count towards the 15% course-discount limit.

7.2 Eligibility

The referring student must be an enrolled Plume student. The referred student must be new to Plume's paid tuition programs and must not have previously attended a Plume Holiday Workshop.

The referring student must be identified before the referred student's paid enrolment is confirmed. Each new student may nominate only one referrer.

A reward is paid once per qualifying referred student, not separately for each subject or term.

7.3 When the reward becomes payable

The referral qualifies once the referred student has completed any trial, continued into paid tuition and paid the applicable term invoice in full.

A trial booking, workshop registration or enrolment cancelled before paid tuition begins does not qualify.

Plume will arrange payment within 14 calendar days after eligibility has been confirmed and any necessary payment details have been supplied.

7.4 Payment method

Each reward is payable in cash or, at the recipient's election, by bank transfer to a nominated account. A parent or guardian must approve the payment arrangements for a recipient under 18.

7.5 Siblings

Siblings may qualify under the referral program if all referral conditions are met. There is no separate sibling discount.

8. Missed group lessons and makeups

8.1 Ordinary absences

Subject to section 10, refunds and credits are not provided for student absences caused by illness, holidays, school commitments, transport difficulties, personal commitments or other student-initiated reasons.

The makeup and recording arrangements below apply instead.

8.2 Requesting a live makeup

To request a live makeup, the student or parent must notify Plume at least 24 hours before the scheduled lesson, through the student portal, a message to a Plume administrator on Discord, or office@plumehsc.com.au.

A live makeup must be approved before attendance and take place in another existing class for the same course covering the relevant material, ordinarily within the same teaching week.

Makeups are subject to available places and suitable classes. They do not include a separately arranged private lesson or a guarantee of the same tutor.

One replacement class may be attended for each missed lesson. A missed makeup does not create an entitlement to another replacement class.

8.3 Late notice and unexpected illness

Where 24 hours' notice is not possible, the student or parent should notify Plume as soon as reasonably practicable.

Plume may accommodate a late makeup request where practical, but a live place is not guaranteed.

8.4 Recordings and materials

Students remain entitled to the recording and materials for their enrolled lessons even where they did not give sufficient notice for a live makeup.

Available physical materials may be collected at the next attended class. If a recording is unavailable because of a technical issue, Plume will arrange appropriate alternative catch-up support.

9. Individual lessons

9.1 Included English lesson

Eligible full-term English students receive one one-hour individual lesson per term, as included in their course package.

The lesson becomes available once the full-term fee has been paid and the student has continued beyond any trial.

It must be booked and used within the relevant term. It does not carry over, transfer to another student or ordinarily convert into a cash refund or course credit.

Students should book sufficiently early to allow a suitable appointment to be arranged. Where Plume cannot provide the included lesson despite a timely booking request, section 11 applies.

9.2 Cancellation and non-attendance

The following conditions apply to both included and separately purchased individual lessons:

Notice received	Charge for the affected appointment
At least 24 hours before the scheduled start	No cancellation charge
Less than 24 hours before the scheduled start	50% of the agreed lesson fee
No-show, or cancellation at or after the scheduled start	100% of the agreed lesson fee

A rescheduling request is treated as cancellation of the original appointment for these purposes.

The charges are subject to compassionate consideration and the safeguards in section 10.

9.3 Prepaid and included appointments

Where an appointment has already been paid for, a cancellation charge is applied against that payment rather than charged again on top of it.

For an included English lesson, the relevant value is the amount allocated to that lesson within the paid course package, after applicable discounts.

A late cancellation uses 50% of that value. The remaining value may be applied towards a replacement individual lesson within the same term, with any balance payable separately.

A no-show uses the full included entitlement. No additional cancellation fee is charged for that same appointment, but a replacement lesson must be purchased separately.

9.4 Timely cancellation

A separately purchased appointment cancelled with at least 24 hours' notice may be rescheduled without a cancellation charge or refunded.

An included English appointment cancelled with sufficient notice remains available to rebook within the same term, subject to appointment availability.

10. Withdrawal, refunds and exceptional circumstances

10.1 Cancellation before paid group tuition begins

A parent or guardian may cancel a group-course enrolment without owing course fees by giving written notice before paid tuition begins.

For a new trial student, this means before the scheduled start of their first post-trial lesson. For a continuing student, it means before their first scheduled lesson of the new term.

Course fees already paid will be refunded. Separately booked individual lessons and resource purchases are dealt with under their applicable terms.

10.2 Withdrawal after commencement

Once paid group tuition has commenced, Plume does not ordinarily provide refunds or credits for change-of-mind withdrawals, changes in personal availability or a decision not to attend the remaining lessons.

Commencement is determined by the scheduled lesson time, not whether the student actually attends.

This provision does not apply to refunds or other remedies required by law, circumstances covered by section 11, or exceptions approved under section 10.3.

10.3 Serious medical and compassionate circumstances

Plume may approve a refund, credit or fee waiver where serious medical or compassionate circumstances prevent a student from continuing.

Requests should be emailed to office@plumehsc.com.au as soon as reasonably practicable. Plume may request reasonable supporting information necessary to assess the request.

Requests will be considered individually, taking account of the circumstances and the tuition already provided. Statutory rights are not dependent on discretionary approval.

10.4 Reasonable charges

Late-payment and individual-lesson cancellation charges are intended to protect Plume's legitimate interests and recover reasonable costs or losses, not to operate as a penalty.

A charge will be reduced or waived where necessary to avoid recovering more than a reasonable amount, taking account of relevant costs saved or replacement bookings.

Plume will not charge twice for the same appointment or loss.

10.5 Processing refunds

Where a refund is due, Plume will explain its calculation and arrange payment without unnecessary delay.

A credit will not be substituted for a refund to which the parent or student is legally entitled unless they agree.

11. Cancellations and changes by Plume

11.1 Plume-cancelled lessons

If Plume cancels a lesson, affected families will be notified as soon as reasonably practicable.

Plume will offer a mutually suitable replacement lesson. Where a suitable replacement cannot be arranged, the fee paid for the affected lesson will be refunded, or credited if the parent or guardian agrees.

For an included English individual lesson, the same principle applies to its allocated prepaid value. An extension beyond the term may be agreed where the lesson could not be provided because of Plume's cancellation or unavailability.

11.2 Changes to classes

Plume may make reasonable operational changes to tutors, timetables, venues or delivery arrangements and will provide reasonable advance notice wherever possible.

Where a change materially affects the agreed service and a suitable alternative cannot be agreed, the parent or guardian may cancel the affected future tuition and receive an appropriate refund for services not provided.

These arrangements do not limit any additional remedy available under Australian Consumer Law.

12. Changes to this policy and governing law

12.1 Prospective changes

Plume may update this policy, course fees or promotional arrangements for future enrolments and terms.

Changes affecting continuing families will be communicated in writing at least 30 calendar days before taking effect. They will not retrospectively change fees or benefits already agreed for a paid term.

Parents or guardians may decline renewal before the next term begins without incurring fees for that term.

12.2 Existing arrangements

This policy applies to enrolments accepted on or after its commencement date once it has been provided to and accepted by the parent or guardian.

It does not retrospectively replace different terms already agreed for an existing paid enrolment.

12.3 Governing law

This policy is governed by the laws of New South Wales and applicable Commonwealth laws.

Payment enquiries, withdrawal notices and requests under this policy should be directed to office@plumehsc.com.au.

Acknowledgement

By accepting this policy and confirming a student's enrolment, the parent or guardian acknowledges that they have read and understood the policy and accept responsibility for the fees properly payable under it.

In particular, they acknowledge that trial lessons are charged if the student continues into paid enrolment; course fees are payable upfront; enrolment automatically continues from term to term unless cancelled; and ordinary change-of-mind refunds are not offered after paid tuition begins, subject to the exceptions and legal rights described above.