

Gift Voucher Terms & Conditions

Voucher Redemption

The value of your Conservatorium Open Academy Voucher is fully flexible, and can be used for any number of Conservatorium Open Academy courses.

To redeem your Conservatorium Open Academy Voucher, please select the class you would like to enrol in and go to the checkout on our [website](#) or phone us to make your booking on +61 2 9351 1400.

Vouchers are not redeemable for cash and can only be used for Conservatorium Open Academy programs. They cannot be used for any other University of Sydney activity including other activity at the Sydney Conservatorium of Music.

Flexibility

Once you have bought your voucher you can use it yourself or choose to transfer it to someone else and they can redeem the voucher for enrolment in a Conservatorium Open Academy course using the unique voucher code when enrolling.

Conservatorium Open Academy Vouchers are partially redeemable:

- If the cost of the course purchase exceeds the amount of your gift certificate, you must pay for the balance with a valid and accepted credit card.
- If the purchase price of a course is less than the value of a Conservatorium Open Academy Voucher, the balance will remain on the voucher and may be redeemed in the future in accordance with these terms and conditions.

The full value of any unused credit remaining on a Conservatorium Open Academy Voucher must be redeemed before other payment methods will be accepted for the outstanding balance of a transaction.

Validity Period

All Conservatorium Open Academy vouchers with a dollar value are valid for 12 months (365 days) from the date of purchase.

The Voucher holder must redeem the voucher before its expiry date. Any unused value remaining on a partially redeemed Voucher will be forfeited when the expiry date is reached.

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Extending the expiry date

Life gets busy and we get that! So we've made an exemption in case you lose track of time.

Extensions can be provided for up to 90 days (3 months) for a small administration fee of \$30.00 and can only be applied once. Please call us on +61 2 9351 1400

Lost vouchers

Any lost vouchers can be identified by providing the full name and details of the buyer to a Conservatorium Open Academy representative and we will contact them directly to verify your identity and use of the voucher. Once verified we can re-issue the voucher code.

Cancellation of courses

From time to time, courses may be cancelled due to unforeseen circumstances. Conservatorium Open Academy will contact the enrolled attendee and discuss alternative courses or renew the Voucher minus the days that have passed before the date of enrolment occurred. A refund of cash will not be provided.

Change of mind

Vouchers purchased from Conservatorium Open Academy are non-refundable in whole or in part if you change your mind. In the event you have made an error online (e.g. accidentally purchasing 2 vouchers), please call us on +61 2 9351 1400 and we can rectify the error and provide a refund.

Shipping and Postage

Conservatorium Open Academy will email vouchers electronically. If you would like your email version printed and posted, please [contact us](#).

Other terms

Changes to these Terms & Conditions – Conservatorium Open Academy reserves the right to change these Terms & Conditions at any time.

These terms are void where prohibited by law. These Terms & Conditions and governed by the laws of NSW.

Entire Agreement – These Terms & Conditions constitute the entire agreement between you and Conservatorium Open Academy.