



TERMS AND CONDITIONS KIDS HOLIDAY WORKSHOPS AND CHILDRENS TERM CLASSES

- It is the responsibility of the person making the booking to read the terms and conditions.
- There are to be no shared bookings. Only students enrolled, may attend the course. If a booking is made on behalf of another person, this is to be indicated at the time of booking.
- Minimum enrolment numbers are required for courses to proceed. All courses are subject to change or cancellation should the minimum requirement not be met. Courses will be confirmed up to 7 working days prior to the course starting. Should a class have to be cancelled due to insufficient enrolments, any student enrolled in that class will be contacted and an alternative class or refund
- Gallery Lane Cove + Creative Studios reserves the right to amend any class, tutor or schedule. In such circumstances, we will endeavour to provide a substitute class or tutor of equal standing. Enrolment is dependent on availability.
- An enrolment is not finalised until full payment has been received.

BOOKINGS FOR CHILDREN/TEENS

- Parents/guardians are to inform Gallery Lane Cove + Creative Studios at the time of booking if a child has any allergies, medical conditions or specific learning requirements. Please note we are unable to cater to all additional requirements, and encourage you to please speak with a staff member if you are unsure.
- Two separate emergency phone contact numbers of parents/guardians are to be provided at time of booking in the case of an emergency.
- Children **MUST** be attending primary school and at least 5 years of age to attend classes at Gallery Lane Cove + Creative Studios. Children below the age of 5 and are not attending primary school are not eligible for enrolment. Gallery Lane Cove + Creative Studios may refuse enrolment under these guidelines.
- The child enrolled must be of the correct age for the course in which they are enrolled. If a child has enrolled but is not the correct age the Gallery reserves the right to cancel their enrolment.
- Unruly or aggressive behaviour is not tolerated. If a child shows this behaviour or are deemed to be acting inappropriately by a teacher or staff member, they may be removed from the class.
- Gallery Lane Cove + Creative Studios must be notified in advance (at the time of booking) if the child has an Epi-pen, puffer/inhaler or any form of medication. If the child has an Action Plan it must also be emailed to Gallery Lane Cove +

Creative Studios at least two days prior to attending class. A student may be refused into class if their Epi-pen and/or puffer is not with them or is out of date.

- Gallery Lane Cove + Creative Studios practices a policy of no nuts or nut products. Please ensure foods brought to the studios do not contain nuts or nut products. Students are NOT to share food.
- Parents are unable to drop their child off any earlier than 5 minutes before a class and must collect their child on time.

SUPERVISION OF CHILDREN

- **School Holiday Workshops:** Parents/guardians of school holiday program students are responsible for ensuring their child has sufficient meals for the time their child is attending. For all day workshops this includes lunch, morning and afternoon tea. All holiday workshops have 1 snack break.
- **School Term:** Parents/guardians of school term students are responsible for ensuring their child arrives 5 minutes prior to the start time of the class . No child is to be left unsupervised in the foyer. We do offer pre class care, contact the gallery to book your child in (subject to availability)

REFUND POLICY

- Fees are non-refundable. Gallery Lane Cove + Creative Studios reserves the right to amend any class, tutor, or schedule.
- In such circumstances, we will endeavour to provide a substitute of similar experience. If a class must be cancelled for any reason, such as insufficient enrolments, any student enrolled in that class will be contacted and an alternative class, credit or refund arranged.

REFUND POLICIES + PROCEDURES HOLIDAY WORKSHOPS AND TERM CLASSES

- Fees are non-refundable, unless negotiated due to an extended illness. In these circumstances a small administration fee may be charged to cover credit card merchant fees.
- If you choose to cancel your enrolment or withdraw from a class, what you will receive back depends on when you contact us. See our cancellation timeframes and options below:

Cancellations up to 7 days before class commencement

- If you choose to withdraw from a course or workshop up to 7 days before its commencement, you will be charged a \$25 administration fee. You may transfer the remaining value (class fee paid less administration fee) to another class or student to be used within 12 months of the date payment was received. You will not receive a refund for the course or workshop fee paid.

Cancellations within 7 days of class commencement

- If you choose to withdraw from a course or workshop within 7 days of its commencement, you will be charged 50% of the class fee. You may transfer the remaining value (half of the value of the class fee paid) to another class or student, to be used within 12 months of the date payment was received. You will not receive a refund for the class fee paid.

Cancellations within 2 days of class commencement

- If you cancel within 24 hours days before the start date, you will not receive a refund, transfer, or credit.
- **Cancellations once a course has commenced**

You will not receive a refund, transfer, or credit once a course has commenced other than for illness with a medical certificate

CREATIVE KIDS VOUCHERS

- Gallery Lane Cove + Creative Studios is a Service NSW Creative & Active Kids provider. Children 4.5 – 18 years are eligible for a \$100 voucher. Apply online at service.nsw.gov.au.
- To redeem your voucher when booking please ensure you have the 16 digit number from the voucher . We will also need the following:
 - – Child's full name
 - – Child's date of birth (ages 4.5 – 18 years are eligible)
 - – Voucher Number (beginning with 9' for Creative Kids)
 - – Parent/carers name
 - – Parent/carers contact number

Contact the gallery to redeem the voucher and receive the online booking code for the discount to be used on our website

PHOTOGRAPHY

- All individuals participating in Creative Studios classes and other activities, give the rights to Gallery Lane Cove + Creative Studios to use the photographs for media updates and other marketing purposes.
- Photography in the Classroom of other students is permitted only to the Gallery Lane Cove + Creative Studios tutors. Photography of Teaching Materials and Method are prohibited as all Copyrights for those belong to Gallery Lane Cove + Creative Studios.

PROTOCOL FOR ILLNESS INFECTIOUS DISEASES & COVID-19

- Staff will be in contact with parents or guardians in the case of a child feeling unwell.
- Parents are required to collect their child immediately once contacted by staff
- Keep sick children at home until they are well enough to attend

- Parents are reminded not to send their children with Covid-19 symptoms or who have tested positive to class.
- If a child develops symptoms during the class, teachers reserve the right to ask student to be picked up by parents/guardian and isolate at home
- Teachers and students are encouraged to wear face masks should they be at higher risk, have had COVID recently or been in contact with someone who has it, or feel it is necessary to do so. Face masks are not mandatory.

WORK HEALTH & SAFETY

- Covered shoes must be worn in all studios. Gallery Lane Cove + Creative Studios, in compliance with the NSW Work Health & Safety Act, is committed to providing a safe and healthy workplace for its employees, tutors, students, hirers and visitors. To meet its obligations Gallery Lane Cove + Creative Studios has an induction program to provide students with a knowledge of WHS procedures at the Gallery and Studios.
- which we cannot be held responsible. We are unable to guarantee that all your work will be successfully fired.

COMPLAINTS

- Formal complaints should be made in writing to the manager. We will contact the correspondent to verbally discuss the issue(s) and will also write a letter of reply making every effort to find a resolution. Email to info@gallerylanecove.com.au