



## **Terms & Conditions for Online Classes (Children)**

1. Please choose carefully as course fees are non-refundable. Refunds of course fees will only be given if the course is cancelled or a place is not available in the course. Full payment must be made prior to commencement of the course.
2. Gallery Lane Cove + Creative Studios cannot accept responsibility for changes to students' personal circumstances that prevent attendance. Classes missed are the student's responsibility and are non-refundable. Students are not entitled to a discount or 'make-up' class if they miss a class in any course or classes that they have enrolled in. If a student is aware that he or she cannot attend the full term at the time of enrolment, the organisation is happy to offer pro-rata fees.
3. Please make payment online via the website. Email us at [info@gallerylanecove.com.au](mailto:info@gallerylanecove.com.au) if you would prefer to pay via internet bank transfer. For the latter, payment has to be made on the same day the initial booking email is sent to us. Evidence of the bank transfer will also need to be emailed to us in order to confirm your spot. Students must confirm enrolment with payment in full no later than 24 hours prior to start of the class. Last minute bookings are only possible depending on availability.
4. 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. 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 arranged. Minimum enrolments are required for all courses.
5. Please note that internet safety is the responsibility of parents for online children's classes. Gallery Lane Cove + Creative Studios is not responsible for any internet security issues that may arise out of negligence on the

parents' part, either to do with software security of the teaching platform (Zoom) use, misuse of the teaching platform (Zoom) or out of date/lack of anti-virus software on the computer you are using to participate in the class.

Parents need to ensure that the following is closely adhered to for the safety of attending students and for the best learning outcomes:-

1. The computer or tablet device use for the class has the latest operating system and most up to date anti-virus software.
2. A Zoom account is installed and tested prior to the start of the class. You only require a free option to participate in our online courses.
3. The child is to work in a general, public space, with no personal information of the child or family, including photos in the background or surrounding area.
4. A parent or carer should be next to the child when the class is in program. Some supervision is highly recommended, particularly to help with technology. This applies in particular to the younger age groups 5-8 years.
5. Minimum interruption in the student's learning and working space.
6. All art materials required for the class are set up on the working desk for the student prior to the start of the class.

Once enrolment is confirmed, an email will be sent to parents reminding them of our online learning information and etiquette.

Any further queries are to be directed to [info@gallerylanecove.com.au](mailto:info@gallerylanecove.com.au).