



## TERMS AND CONDITIONS

- All Gallery Lane Cove + Creative Studios classes can be subject to change.
- It is the responsibility of the person making the booking to read the terms and conditions. This includes bookings made online, in person and over the phone.
- No shared bookings. Only students enrolled may attend the course.
- All courses are pending class numbers. This will be confirmed up to 7 working days prior to the course starting, If a course does not run, your account will be credited for the amount of the course.
- 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. 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. Enrolment is dependent on availability. Minimum enrolments are required for all courses.
- Payment in full will confirm your enrolment and is required before commencing the term/workshop.
- Enrolments should be made at least one week prior to commencement of the course to avoid the course being cancelled due to low enrolments.

## BOOKINGS FOR CHILDREN/TEENS

- You must inform staff at the time of booking if your child has any allergies, medical conditions, special needs or additional learning requirements. Gallery Lane Cove is not able to cater to all additional requirements so we encourage if you are unsure to please speak with staff before enrolling.
- Two separate emergency phone contact numbers of parents/guardians are required upon enrolment in case of an emergency.
- Gallery Lane Cove + Creative Studios does not accept children below the age of 5 or children who are not attending school. We have the right to 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 is reserved the right to cancel their enrolment.
- Gallery Lane Cove + Creative Studios offers a free school pick up service from Lane Cove Public School ONLY. Numbers are limited so it's essential that parents notify us at the time of booking if they require this service. We cannot guarantee pick up so check

before booking that there is availability, priority will be made for Kindy – year 3 .We do not offer a pick up service for Friday kids sewing that starts at 4pm.

- The Gallery Lane Cove Centre 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 will be refused into class if their Epi-pen and/or puffer is not with them or is out of date. If an Action Plan is required and not provided to the Art Centre, the child cannot attend the class.
- Persistent unruly behaviour will not be tolerated and a child may be asked to be removed from the class. Student will be given a verbal warning and parents/guardian will be informed.
- 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.

## **COLLECTION & SUPERVISION OF CHILDREN**

- Parents of term students are responsible for ensuring their child has afternoon tea
- Parents 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.
- Gallery Lane Cove + Creative Studios accepts no responsibility for children who are not on the LCPS collection list. Parents are unable to drop their child of any earlier than 5 minutes before a class and must collect their child on time. If you are late for picking up your child after the completion of class , you will incur a late fee.
- Parents **MUST** communicate a minimum of one hour prior to LCPS collection if their child is not requiring collection due to personal circumstances.

## **REFUND POLICY**

- Fees are non-refundable, unless negotiated for an extended illness
- 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.
- **MAKE UP SESSIONS:** Due to the nature of the programme there are No Make-up classes or credits unless under special circumstances agreed by the manager.
- **SICKNESS or PERSONAL CIRCUMSTANCES:** If you miss one or more session during the term due to sickness or holidays, you will still need to pay for the sessions as the space has been held for you. You will not be entitled to a fee reduction or credit for the missed classes. In some cases of illness or injury where the full Term Course has been missed, we are happy to transfer your enrolment to a future course of your choice upon receiving a Doctors Certificate
- For any requests we will respond to your request promptly. Should you not hear from us within 48 hours – please check your spam. If still no response please do give us a

call to confirm, as nothing can guarantee 100% email deliverability. For any cancellations, you must receive a written confirmation from us that we have received your request for the cancellation to proceed.

- **Pensioners and concession card holders:** \$13 discount on adult 8 or 9week term courses on quoting pensioner or concession card details.
- **Early bird discount of \$5.00** is applicable to bookings made before the new term starts. Please mention this at time to booking to ensure you receive the discount.

## **REFUND POLICIES + PROCEDURES HOLIDAY WORKSHOPS**

- 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 2 days of class commencement**

If you cancel within 24 hours days before 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](http://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:
- – Childs full name
- – Childs date of birth (ages 4.5 – 18years 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

## **ART MATERIALS**

- **Adults' classes** Materials lists for classes are included in the class information on the websites. Students are required to supply their own art materials unless otherwise specified in the course or workshop description.
- **Children's classes** Materials are supplied and included in the fee all children's art classes and holiday workshops unless otherwise stated. Occasionally, a children's workshop may require some additional items to be supplied by the student.

## **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 WH&S procedures at the Gallery and Studios.

## **ADULT CERAMICS STUDENTS TERMS AND CONDITIONS**

- Students are strictly prohibited from using the Studio space outside of class time. Students are required to book in additional student time via staff members at a cost of \$10 per hour. Students can only access the Studio 5 minutes prior to their class start time.
- Strictly no refunds or make up classes available. Students are required to book in studio time via staff members.
- Students using their own glazes MUST place a cookie under their work to avoid glaze dripping and damage to the kiln shelf.
- If a student does not provide adequate protection when using their own glazes they will be billed \$25 per damaged shelf.
- Students are responsible for providing their own apron, hair dryer and are highly encouraged to bring and use their own tools.
- Students must accurately log and pay for their own clay.
- Students who drop off artwork outside of class time for firing are required to register their works with staff members at the front desk of the Gallery during opening hours (Tuesday - Friday 10am - 4:30pm and Saturdays 10-am - 2:30pm)
- While every effort will be made to fire works by specific deadlines please note that we are unable to cater to short lead times
- Students are responsible for any physical injuries and for damage or loss of personal property, whilst at the studio.
- Students will be notified by email when their work is ready and have 2 weeks to collect their work. Due to space constraints, unless otherwise agreed, uncollected work will be disposed of at the discretion of the Gallery.
- Gallery Lane Cove + Creative Studios takes extreme care when firing work, however by the nature of ceramics there is always a risk of technical failure for which we cannot be held responsible. We are unable to guarantee that all your work will be successfully fired.

## **FREQUENTLY ASKED QUESTIONS (TO ADD TO THE WEBSITE)**

### **What does the price include?**

**Adults:** Prices for adult classes exclude materials unless specified otherwise. Please bring everything on your materials list as we do not sell art materials.

**Children:** Prices for all children and teens classes include all art materials( unless otherwise stated )

**Adult ceramics:** Price does not include clay, clay can be purchased through the Gallery reception at the advertised price. Prices are inclusive of firing and glazing.

### **Do I get a refund if I change my mind or if something comes up and I miss a class?**

We do not offer refunds for cancellations, or make up classes due to change of mind and personal reasons.

### **What should I wear?**

Students must wear closed in shoes and clothes that they don't mind getting dirty. For ceramics students we recommend bringing an apron.

### **Can I get a refund or make up class if I have to miss a class due to personal circumstances?**

No, Gallery Lane Cove + Creative Studios is unable to provide refunds. Enrolling in a course requires a student to financially commit to the full term. We are unable to cater for make up classes due to personal circumstances.

## **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](mailto:info@gallerylanecove.com.au)