

TERMS AND CONDITIONS



1. Fee Policies & Procedures

1. Fees are strictly payable in advance of the first class of course unless prior payment arrangement has been made with the administrative office
Failure to pay fees may result in the loss of the enrolment position.

2. Refund Policies & Procedures

1. Fees are non-refundable, unless negotiated for an extended illness or you are prevented from attending due to a NSW Government health directive (see above). In these circumstances, any refund will be determined in line with our Cancellation and Withdrawal timeframes listed below.
2. Where a class is postponed due to circumstances beyond our control there will be no refund offered – the classes will continue at a suitable date depending on the situation of the time.
3. **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 . But if you advise us at least 7 days in advance of a course class being missed and if a spot is available in another class and agreed by the manager, we may be able to offer an optional make up session. The request may only be fulfilled one time during the course. Please arrange this by contacting the office. This may not always be possible if all our classes are full, but we do try our best as a goodwill gesture.
4. **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.
5. We will respond to your request promptly. Should you not hear from us within 48 hours – please check your junk mail folder. 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 acknowledged receipt of your request and agreed to proceed with the arrangement.
6. **Pensioners and concession card holders:** \$13 discount on adult 9-week term courses on quoting pensioner or concession card details.
7. **Early bird discount** of \$5.00 is applicable to bookings made 3 weeks before the new term starts. Please mention this at time to booking to ensure you receive the discount

3. Creative Kids Vouchers

1. 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.
2. To redeem your voucher when booking please ensure you have the 16 digit number from the voucher. We will also need the following:

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- 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

4. Art Materials

1. **Students in adult 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.
2. **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, such as sewing courses.

5. Technical issues and breakages

Gallery Lane Cove + Creative Studios have professionally trained staff and they are the only people who will handle and fire your ceramic work. However, by the nature of ceramics there is always a risk of technical failure and breakages for which we cannot be held responsible. This includes all ceramic classes for children and adults. Clay sometimes cracks while drying or breaks in the kiln. Taking a class does not guarantee the success of your project. While we do our absolute best to prevent such an occurrence, some outcomes simply can't be controlled by our staff.

6. Collection of Ceramic Works

We recommend you collect your finished work as soon as possible after your class, workshop or course to help keep our storage area clear therefore avoiding damage. If finished ceramic work is not collected within 1 month of an email notification that your works are ready for collection, we will unfortunately have to dispose of it, due to a lack of storage space.

7. Health, Safety, Injury & Medical Conditions

1. Gallery Lane Cove + Creative Studios is not liable for personal injury sustained or any loss, damaged or forgotten personal property whilst on the premises. We will aim to provide a safe learning environment to reduce the risk of injury. It is known that generally, art classes carry very low risks of injury.
2. Creative Studios provides qualified art tutors, who actively promote safe art practice.
3. It is the student's responsibility to notify their Tutor in the event of illness/injury/medical condition prior to class.
4. It is the student's responsibility to notify their Tutor if the student has any special medical conditions that can affect their health in class.
5. A first aid kit is available to any student through their Tutor. We do not provide anyone with Panadol or equivalent or administer any other medications.

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8. Safety and Security Policies & Procedures

1. While we endeavour to provide a safe environment, Tutors cannot be responsible for students outside their allocated class time or outside the Studio where lessons are conducted.

9. Class Policies

1. Students must be punctual to classes to ensure a smooth start to the classes and to not distract teaching in progress.
2. Class sizes: A minimum number of students is required for any class to proceed. Maximum numbers vary depending on course type, but generally, this is between 10-12 students.
3. Gallery Lane Cove + Creative Studios maintains the right to dismiss any student who acts inappropriately in the classroom, creates a Health & Safety risk for self or others in the classroom, damages property or causes repeat disruptions to any classes, Any dismissal and resulting booking cancellation will not be eligible for any refunds nor credit for this booking.

10. Photography in the Classroom

1. 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. If photography is an issue, particularly pertaining to children's classes, please contact the administrator with your request in writing – info@gallerylanecove.com.au
2. Photography in the Classroom of other students is permitted only to the Gallery Lane Cove + Creative Studios tutors and staff. Photography of Teaching Materials and Method are prohibited as all Copyrights for those belong to Gallery Lane Cove + Creative Studios and its tutors.

11. 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

12. Privacy

1. Contact information you supply to Gallery Lane Cove + Creative Studios will not be disclosed outside without your express consent, except where required by law. We do not retain any credit card information that you may provide.

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2. From time to time we send an email to students and past students for the purpose of marketing. Should you not wish to receive mailings from Gallery Lane Cove + Creative Studios please notify us that you wish to unsubscribe and you will be removed from our mailing list.

13. Student conduct

All students enrolled in any course at Gallery Lane Cove + Creative Studios are expected to conduct themselves in a professional manner. Any student deemed to not be adhering to the code of conduct may result in the course participant being asked to leave the premises with the possibility of waiving their rights to continue the course. We ask students to:

1. Be considerate of others at the course, includes Tutors, host and students
2. To follow teaching instructions from teaching Tutor
3. Not to engage in behaviour that might be deemed intimidating, confrontational, or harassing of other course participants and staff, including sexual or verbal harassment or physical violence
4. Not be in possession of, or use, illegal drugs or substances at the course premises

14. Disclaimer

Gallery Lane Cove will make every effort to ensure that all courses proceed as advertised on the website or through related publicity material. However, all courses are subject to minimum enrolment numbers and we reserve the right to cancel any course where minimum numbers are not reached. We also reserve the right to make minor modifications to any course content as we see necessary, without prior warning and without compromising the overall quality of the course content, structure and delivery.