



Ku-ring-gai Art Centre

Terms and Conditions – School Holiday Program (updated 14/07/2022)

Bookings - General

- All Art Centre classes can be subject to change.
- Hardcopy and electronic programs may at times not be up to date. Please check website or contact the Art Centre for most recent scheduling.
- 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 two working days prior to the course starting, however your enrolment in the course is confirmation of your booking and there are no change of mind refunds for bookings. If a course does not run, your account will be credited for the amount of the course.
- All students, tutors and visitors are to follow COVID-19 physical distancing, hygiene instructions and signage provided by Council and Art Centre staff. See COVID-19 Precautions below.

Bookings – Kids/Teens

- Where appropriate, don't forget to provide lunch and a snack (no nut products) and wear clothing that withstands paint, ink, clay or glue. Shoes must have enclosed toe and heel - no thongs or sandals.
- The Art Centre practices a policy of **no nuts or nut products**. Please ensure foods brought to the Centre do not contain nuts or nut products.
- You **must** inform the Art Centre office at the time of booking if the child has any allergies (including but not limited to asthma and/or anaphylaxis), medical conditions or requirements for persons with a disability. The Art Centre is not able to cater to students who have severe medical conditions and may not be able to accommodate for all requirements. If you are unsure, please contact the Art Centre with any queries.
- The Art 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 the Art Centre 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- A student will be refused into class if their Epi-pen and/or puffer is not with them or is out of date.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.
- Two separate phone emergency contacts must be provided in case of an emergency.
- Ku-ring-gai Art Centre accepts no responsibility for children before/after classes. There are no child-minding facilities available and children attending classes must be collected at the conclusion of the class. Parents or guardians must sign the child in and out at the beginning and end of each class.

- Ku-ring-gai Art Centre accepts no children under the age of five years or children who have not yet started school. We have the right to refuse enrolments that do not meet these criteria.
- The child enrolled must be of the correct age for the course in which they enrolled. If a child has enrolled but is not of the correct age, Ku-ring-gai Art Centre reserves the right to cancel their enrolment (transfer to another course where places are available or use the cost as credit towards another course).
- Persistent unruly behaviour will not be tolerated and a child may be asked to be removed from the class.

Creative Kids Vouchers

- **Creative Kids Vouchers** are only accepted for selected holiday classes above \$100.
- Any gap amount above \$100 must be paid via credit card (surcharges apply).
- The name on the Creative Kids Voucher must be exactly the same as the child enrolling in the class.
- The voucher must be uploaded during the process of making the booking on Bookable. It must be uploaded as an image (JPG or PNG format).
- You cannot send through a Creative Kids Voucher to use after a booking has been made.
- If a class is cancelled, the Creative Kids Voucher is transferrable to another creative voucher nominated class, pending availability.
- In cases of cancellations with no suitable replacement, the gap amount above \$100 will be refunded to the credit card (if there was a gap amount paid) and the voucher returned.
- No refunds are available for change of mind purchases.
- If the voucher presented is invalid i.e. has been redeemed elsewhere, voucher details do not match the student's details, etc., the full cost of the course must be paid by the parent/guardian prior to the class going ahead.

Transfers/Refunds

- Please choose carefully as fees are non-refundable.
- Ku-ring-gai Art Centre cannot accept responsibility for changes to students' personal circumstances that prevent attendance.
- Transfers only permitted during the same holiday program provided places are available. If a transfer cannot be made, the fees will be credited to the parent/guardian's Bookable account.
- If a course is cancelled, we will endeavour to transfer the student into another course in the same semester where places are available. If a transfer cannot be made, the fees will be credited to the parent/guardian's Bookable account.

Absenteeism

- Classes missed for personal reasons are the parent/guardian's responsibility and are non-refundable.

- Students are not entitled to discounts or 'make-ups' in their own or other classes if they miss a class.
- In the event of a tutor being unable to take a class, a replacement tutor will be organised. In the case of a tutor not being available, you will be advised of a replacement class date. If a replacement class date cannot be arranged, the parent/guardian will receive the credit to their Bookable account equivalent to the cost of that class, or a refund, to be determined by the Art Centre.

Class Cancellations

- Enrolments should be made at least one week prior to commencement of the holiday program to avoid the course being cancelled due to low enrolments.
- Courses may be cancelled if enrolment numbers are too low. If this occurs, parents/guardians will be advised by email (via Bookable) of the cancellation prior to class commencing.
- Ku-ring-gai Art Centre does not offer refunds or transfers if a class is cancelled due to a tutor being ill or away. A fill-in tutor will be arranged, and if not possible, you will receive the credit to your Bookable account equivalent to the cost you paid for that class, or a refund, to be determined by the Art Centre.
- Ku-ring-gai Art Centre reserves the right to change tutors - no refunds for change of mind due to tutor replacement.

COVID-19 Precautions

- If you or the child feels unwell and/or have any symptoms of COVID-19, please do not visit the Art Centre nor attend classes.
- Art materials are not to be shared amongst students.
- All students, tutors and visitors must follow COVID-19 physical distancing regulations, hygiene instructions and signage provided by Council and Art Centre staff.
- Each parent/guardian must sign an attendance form at the START of each class and SIGN OUT at the end of each class.

If you have any questions, please email artcentre@krg.nsw.gov.au or phone the **Ku-ring-gai Art Centre** on **9424 0310**.