



Ku-ring-gai Art Centre

Terms and Conditions – Adults

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.
- Everyone has the opportunity to enrol in different courses each term with **no priority bookings**. To guarantee a spot in a class over two terms in the same semester, you still have the two-term booking option available for each semester which if selected means 10% off the second term.
- No shared bookings. Only students enrolled may attend the course.
- **Students who book a Full Semester ticket must remain enrolled in that course for the semester. No changes allowed for the second term. Prior to booking, student must be sure they are enrolling on the correct course at the correct ticket type. No change of mind. Any additional adjustments outside this term and condition will incur a fee.**
- **Tickets purchased as one term only cannot be changed to the ticket type 'Full Semester with 10% off the second term'. Customers who would like to continue with the second term in the same semester can book for the second term when enrolment opens for the second term.**
- Cost of bookings for term courses made from Week 3 onwards are prorated and will incur a \$25 late fee.
- **Art materials are not provided for adults.** A link to a list of materials to bring to the class is displayed on each course's bookings page on Bookable. It will also be included in the booking confirmation email. Contact the Art Centre if you require more information.
- 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.
- Council has the utmost regard for the safety of our students, staff and the community. Participants need to be able to manage their own transport and mobility. Tutors and staff are unable to assist (this includes phoning taxis, assisting with walking and lifting into vehicle).
- 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.

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 term provided places are available. If a transfer cannot be made, the fees will be credited to the student's Bookable account.
- No transfers from the end of Week 3 onwards are permitted.
- If a Workshop is cancelled, we will endeavour to transfer the students into another workshop in the same semester where places are available. If a transfer cannot be made, the fees will be credited to the student's Bookable account.

Absenteeism

- Classes missed for personal reasons are the student's responsibility and are non-refundable and non-creditable.
- 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, you will receive the credit to your 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 course to avoid the course being cancelled due to low enrolments.
- Courses may be cancelled if enrolment numbers are too low. If this occurs, students will be advised by email (via Bookable) of the cancellation prior to course 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, a make-up class will be scheduled at the end of term. If a make-up class cannot be arranged, you will receive the credit to your Bookable account equivalent to the cost of 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 feel 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 student must sign an attendance form at the START of each class.

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