

Art Box Workshops Terms and conditions for bookings

Please read carefully before completing your enrolment and payment. 'Class' in the conditions of enrolment outlined here refers to any term course for children or school holiday program.

Cancellation and Refund Policy

Art Box Workshops reserves the right to amend any class or schedule. The tutor could also change being either Basia Zielinska or Julia Sawicki. Should a class have to be cancelled due to insufficient enrolments 4 students minimum per class, any student enrolled in that class will be contacted and an alternative class, credit or refund arranged.

Refund cancellation and transfer policy for School Holiday workshops

No Refunds

We do not provide refunds for cancellations, withdrawals, missed workshops. Once a workshop has commenced there are no refunds, transfers or credits.

Cancellations or withdrawals

If you choose to cancel a holiday booking OR your child does not attend a workshop you will not receive a refund. A cancellation fee may be payable OR you may forfeit your entire booking fee depending on when you cancel the workshop as follows: Cancellations advised by phone or by email 14 days BEFORE the commencement of our school holiday workshop you will not incur a cancellation fee. The workshop fee will be held in credit and this credit must be used within 6 months.

Cancellations advised by phone or by email once our school holiday program has commenced and up to 3 business days before the workshop date incur an \$11.00 fee per cancellation. The remaining workshop fee will be held in credit and this must be used within 6 months. You may substitute a friend to attend the same school holiday workshop that you booked for your child at no cost. Please let us know of any substitutions before the class commences.

You will not receive any credit if you cancel a workshop 2 business days before the workshop, 1 business day before the workshop or on the day of the workshop. You may substitute a friend (or sibling) to attend the same class you booked for your child at no cost. Please let us know of any substitutions before the class commences.

School Holiday Workshop transfers

If you need to transfer a school holiday workshop booking to a different holiday class within the same holiday period, you can do this at no charge IF you make the arrangements before the commencement of our school holiday program this will also depend on available spaces in the other workshops. Transfers of bookings made after the school holiday period has commenced and UP TO 48 hours before the workshop date will incur a fee of \$11.00, this will also depend on available spaces in the other workshops. Requests for transfers made within 48 hours before the workshop will not be accepted. You can transfer a booking to a different child (eg friend/sibling) at any time at no cost. Please let us know if you wish to transfer to a different child.

Refund cancellation and transfer policy for adult kids and teens art courses

(please read below our risk management policy for walking, bus service and parents pick ups and drop offs)

No Refunds

We do not provide refunds for cancellations, withdrawals, missed art classes. Once an 8 - week course has commenced there are no refunds, transfers or credits.

Cancellations or withdrawals

1 Term (8 - week course) bookings for adults kids and teens art courses

If you choose to cancel *1 term (8 - week course)* OR a student does not attend a class during the term you will not receive a refund. A cancellation fee may be payable OR you may forfeit your entire booking fee depending on when you cancel the *1 Term (8 - week course)* as follows:

Cancellations advised by email to julia@artboxworkshops.com.au 21 days BEFORE commencement of a *1 term (8 - week course)* you will not incur a cancellation fee. The course fee for *1 term (8 - week course)* will be held in credit and this credit must be used within 6 months for any age appropriate art course, private art class or school holiday workshop listed as available on our website. Please email julia@artboxworkshops.com.au of the class that you would like to use the credit for and pay the difference if the value is more than the credit amount. You may substitute a friend to attend the same *1 term (8 - week course)* you booked for at no cost. Please let us know of any substitutions before the course commences by email.

Cancellations advised by email to julia@artboxworkshops.com.au 14 days BEFORE a *1 term (8 - week course)* commencement incur an \$11.00 fee for cancellation. The remaining course fee will be held in credit and this must be used within 6 months for any art course, private art class or school holiday workshop that is listed as available on our website. Please email julia@artboxworkshops.com.au of the class you would like to use the credit for and pay the difference if the value is more than the credit amount. You may substitute a friend to attend the same *1 term (8 - week course)* you booked for at no cost. Please let us know of any substitutions before the course commences by email. You will not receive a credit if you cancel or do not show up for a class during an 8 - week course. A makeup class will only be offered by the tutor if there is an available space in any of the age appropriate class during the same week. Fees are non-refundable unless negotiated for an extended illness or unforeseen circumstances.

4 Terms (8 - week course) bookings for kids and teens art courses

If you choose to cancel 4 terms (8 - week courses) OR your child does not attend a class during the term you will not receive a refund for the whole fee. A cancellation fee may be payable OR you may forfeit your entire booking fee depending on when you cancel the *4 Terms (8 - week course)* as follows:

Cancellations advised by email to julia@artboxworkshops.com.au 21 days BEFORE commencement of a *4 term (8 - week course)* at the beginning of the year you will not incur a cancellation fee. The course fee for 1 *term (8 - week course)* will be held in credit and this credit must be used within 6 months for any age appropriate art course*, private art class or school holiday workshop listed as available on our website. Please email julia@artboxworkshops.com.au of the class that you would like to use the credit for and pay the difference if the value is more than the credit amount. You may substitute a friend to attend the same *4 terms (8 - week course)* you booked for at no cost. Please let us know of any substitutions before the course commences by email.

(* if a student has decided to cancel one term after booking a *4 terms 8 - week art course* this spot will be filled with a student on our waiting list for that term and they will have priority to re-enroll for the following terms thereafter.)

Cancellations advised by email to julia@artboxworkshops.com.au 14 days BEFORE a *4 term (8 - week course)* commencement incur an \$11.00 fee for cancellation. The remaining course fee for 1 *term (8 - week course)* will be held in credit and this must be used within 10 months for any art course*, private art class or school holiday workshop that is listed as available on our website please email julia@artboxworkshops.com.au of the class you would like to use the credit for and pay the difference if the value is more than the credit amount. You may substitute a friend to attend the same *4 terms (8 - week course)* you booked for at no cost. Please let us know of any substitutions before the course commences.

(* if a student has decided to cancel one term after booking a *4 terms 8 - week art course* this spot will be filled with a student on our waiting list for that term and they will have priority to re-enroll for the following terms thereafter.)

You will not receive a credit if you cancel or do not show up for a class during an 8 - week course. A makeup class will only be offered by the tutor if there is an available space in any of the age appropriate class during the same week. Fees are non-refundable unless negotiated for an extended illness or unforeseen circumstances.

Payment of fees Art Box Workshops ABN 69652419149

Class fees are listed with the course details on our website and you can book and pay online. If you prefer to bank transfer please email julia@artboxworkshops.com.au so as to avoid double bookings.

1. cheque made out to Art Box Workshops, P.O Box 343 Neutral Bay 2089
2. Bank transfer Name Art Box Workshops BSB 484-799 Account No.605682169

Discounts on fees

We offer a number of discounts on fees and these are listed below. The following general conditions apply to these discounts

- These discounts cannot be used in conjunction with any other special offer or where the fee is already reduced;
- Discounts must be requested when you enrol and pay as retrospective discounts will not be applied;

- Discounts do not apply when you are using a 'complementary' or 'prize' Gift Certificates to enrol
- Maximum discount on any course or workshop is 10%.

Enrol for four terms discount: Enrol and pay for 4 terms of 8-week courses by the date specified and receive a 5% discount on the course fee.

Discount on school holiday workshops for students enrolled in our term time courses: students enrolled in our term time after school and Saturday morning art classes receive a 10% discount for each school holiday full-day workshops they enrol in once they have re-enrolled for the following term.

Discount for Group Bookings, up to five students.

If one carer is able to gather a group of students for a workshop and pay for the group in one transaction we will offer a discount as follows....

1 = \$99.00

2 = \$192.50 (\$96.25 p/p) = normally = \$198.00

3 = \$280.50 (\$93.50 p/p) = normally = \$297.00

4 = \$363.00 (\$90.75 p/p) = normally = \$396.00

5 = \$440.00 (\$88.00 p/p) = normally = \$495.00

All above prices include GST

Gift Certificates

'Purchased' gift certificates are valid 12 months from the date of purchase or until the date listed on the certificate. Our Cancellation and Refund policy apply to

'Purchased' gift certificates used to pay for classes. 'Complimentary' gift certificates are issued from time to time as prizes for competitions and fundraisers. These are valid for 6 months from the date of issue or until the date listed on the certificate. No extensions will be given. 'Complimentary' gift certificates cannot be used in conjunction with any other discount, special offer or gift certificate. No cancellations, transfers or credits are possible when a 'Complimentary' gift certificate is used to pay for a class.

Absenteeism

Fees are non-refundable unless negotiated for an extended illness or unforeseen circumstances. There are no transfers, refunds or makeup sessions if you miss a class.

Art Materials

Materials are supplied for children's art classes and holiday workshops.

Occasionally, a children's class may require items to be supplied by the student.

Course Recognition

Art Box Workshops is not a Registered Training Organisation and as such, courses are not accredited. However, we do strive to deliver excellence in our art education. A Record of Attendance can be provided by request on completion of a course.

Child safety policies and procedures

Risk management policy for Photography and Social Media

From time to time we take photos during the class of student's artworks, following the child safety policy we DO NOT photograph students faces. These photos are used by Art Box Workshops for promotional purposes such as press advertising, brochures, social media, editorials and website. These photos will never be sold and will be used exclusively by and for Art Box Workshops. As a Condition of enrolment, your consent is implied. Should you not wish for us to take and use photos of you, your child's artwork please tick no photos on the enrolment form.

Staff and Student code of conduct

We have zero tolerance for child abuse, staffs actively work to listen and empower our students that attend our classes and workshops, and we expect staff and students to respect fellow artists, artwork and property. Discrimination on the grounds of a person's age, race, sex, gender, sexuality, marital status, physical or intellectual disability, or religion will not be tolerated. We take all allegations of abuse very seriously. Staff or children that are deemed to be exhibiting inappropriate or disruptive behaviour may be removed, suspended or expelled from the class. It should also be noted that cleaning and tidying up after a class or workshop is a shared responsibility.

Risk management policy for staff and student conduct

1. Two staff members are always on site during classes and workshops.
2. Students are reminded before each class of our expectations for safe conduct during classes.
3. Staff members will always be overseeing appropriate behaviour during classes and meal breaks.
4. Children that are deemed to be exhibiting inappropriate or disruptive behaviour will be reminded of our code of conduct. if they continue to be disruptive parents will be contacted immediately.
5. No iPhones allowed in our studio during meal breaks by staff or students apart from Julia Sawicki or Basia Zielinska who may need to contact parents for emergency or who will occasionally use their iPhone to take photos of artworks or objects that the students may bring in for reference photos for an art project.
6. No peanuts.

Risk management policy for Occupational Health & Safety

If you have an existing medical condition, allergy or disability that may affect your participation in a class, please notify Julia Sawicki or Basia Zielinska, trained in first aid response in an education and care setting.