

# CREATIVE WRITE-IT

## TERMS & CONDITIONS

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Creative Write-it is operated by Creative Write-it Pty Ltd, hereon referred to as us/we/our. All references to you include you and/or all other parents and/or guardians (as applicable) of a prospective young writer or young writers. By enrolling your child or children (hereon referred to as your child) into our workshops you agree to the following terms. We reserve the right to amend these terms at any time and continued attendance by your child after such amendments will constitute acceptance of the amended terms by you.

### 1. **Trials for new young writers.**

- *Creative Writing Clubs.* We offer one *free* trial for your child on arrangement and subject to availability. This includes 10 minutes before and after the workshop (optional) to discuss your child's needs, interests and goals and to ensure they are in the best group to maximise their skill development and enjoyment. If your child chooses to continue, you will only be charged for the remainder of the term.
- *Private Mentorships.* We offer one *paid* trial for your child on arrangement and subject to availability. Payment is required beforehand. If your child chooses to continue, you will only be charged for the remainder of the term.
- Trials are available at anytime throughout the year, subject to availability.

2. **Ongoing feedback on your child's development.** We do not grade your child's work or offer reports as we do not feel this is helpful for creative work. However, we do provide written and verbal feedback on every finished piece of writing to help you and your child understand what your child is doing well and where they can improve. We also welcome discussion about your child's progress at any time, and encourage you to ask questions and be involved. If you have specific concerns, please advise your Workshop Leader or Studio Manager a week ahead of time if possible, so that we can arrange time before or after your child's regular workshop.

3. **Enrolment and re-enrolment.** Places in our workshops are only confirmed upon full payment of our semester fees, and priority is given to



young writers who have confirmed their interest by paying their fees upfront.

Towards the end of each semester, you will be sent an email reminder to enrol for the following semester. Your child's place for the subsequent semester will only be confirmed upon payment of the next semester's fees.

4. **Enrolment periods.** The minimum enrolment period is for one semester (two terms), and/or one full-day holiday workshop, unless you are enrolling mid-way through the semester. In this case, enrolment fees will be payable on a pro-rata basis. Please contact us to make this arrangement.

— *Pro-rata prices are only available for new young writers.*

5. **Fees.** Please visit the relevant page on our website for our current prices. If unsure, please contact us.

6. **Payment options.** Where possible, we prefer online payment via our website. This has the added advantage of confirming your child's place with us immediately upon payment. Alternatively, payment may be made by the following methods:

— *Cash* (in person)

— *Cheque* (in person): Please address to Creative Write-it.

— *Credit Card* (in person or over the phone): Visa or MasterCard only.  
A small processing fee may apply.

— *Direct Deposit:*

**BALWYN NORTH STUDIO**

Creative Write-it Pty Ltd

BSB: 083-218

ACC: 73-488-7456

*\* Please quote your child's name in the description.*

**FITZROY NORTH STUDIO**

Creative Write-it Fitzroy North Pty Ltd

BSB: 083-166

ACC: 50-426-0690

*\* Please quote your child's name in the description.*

7. **Payment Policy.** You understand that payment for each semester must be made in full at least 7 days prior to the commencement of the new



semester, unless otherwise agreed. After this period, places of unpaid young writers will be opened to new young writers.

8. **Cancellation Policy.** You understand that no refunds or credits are offered once payment has been received. Please consider carefully before completing payment.
9. **Closed dates & cancellations.** Creative Write-it is closed on public holidays and some religious holidays. In the event a workshop is cancelled on a particular day, we will inform you about this as soon as possible.
10. **Make-ups.** We will offer make-ups if:
  - You inform us at least 5 hours in advance that your child will be unable to attend certain dates OR your child is unwell or an unforeseen event occurs (*up to 4 per semester*).
  - Your child has had to miss a workshop due to a public holiday or cancellation by us.
  - Make-ups are only available during our regular term hours, and within the same semester as the missed workshop.
  - If you forget about a scheduled make-up, you are not entitled to another one.We will not offer make-up lessons if:
  - You provide less than 5 hours' notice of your child's absence.
  - You or your child forget to attend.
11. **Changes to timetable and pricing structure.** Creative Write-it reserves the right to cancel or change the timetable and pricing structure at any point in time. Workshop times and locations may vary depending on final numbers. In the case of a cancelled workshop that has been paid for, or a change of time and/or location meaning your child is no longer able to attend, a full refund will be provided.
12. **Workshop Leaders.** In addition to being professional, published writers, all Workshop Leaders possess a current Working with Children's check. We aim to ensure your child's Workshop Leader is as consistent as possible, however we reserve the right to change Workshop Leaders without notice as this is frequently outside of our control. You agree that students are enrolled to undertake Creative Write-it workshops and there is no guarantee as to who the Workshop Leader will be. We will not issue

refunds if there has been a change in the Workshop Leader who will teach a workshop that you have enrolled in.



- 13. Reviewing work written outside of our workshops and editing long works.** Young writers may from time to time request their Workshop Leader to review work created at home or school, up to 1000 words at a time, at no extra charge. Those who request feedback on and/or editing of longer works should take note that they are requesting a professional assessment from a professional writer/editor, and as such will be charged an assessment/editing fee of \$50 per hour. Please also note that this service is subject to Workshop Leader agreement and availability.
- 14. Requesting Workshop Leaders to teach your child outside of Creative Write-it programs and locations.** You understand that Workshop Leaders are under contract to teach Creative Write-it programs as part of Creative Write-it only, and will be jeopardising their position if they offer similar programs privately, within 15km of a Creative Write-it Studio. If you are looking for a private English tutor outside of Creative Write-it, please contact your Studio Manager who may be able to help.
- 15. Supplies provided.** We recommend that young writers supply their own writing book (lined exercise book/folder) to keep their writing together. Young writers are also welcome to bring their own stationery, however ample stationery will always be available at our studios for use. It is expected that young writers will respect our stationery, equipment and facilities, returning all items to their rightful place in the state they were found in.
- 16. Food and drink.** Young writers may consume water and snacks in the studios prior to the commencement of each workshop, and in the snack/lunch breaks of holiday workshops, but not during. Young writers are not to share food unless they have been given permission by a parent/guardian.
- 17. Emergency contact details.** If you are the parent or guardian of a young writer, we request that you ensure that you are contactable via your registered details (particularly a mobile number) in the event of any emergency for the duration of each workshop. If there are any changes to the original details provided, please inform us of this change immediately.



18. **Personal property.** You acknowledge that we are not responsible for any personal property you or your child may bring onto the premises, and we will not be liable for any loss or damage to such property. For this reason, we recommend that young writers do not bring any valuables with them to our studios.
19. **Lost or damaged work.** We are not responsible for any lost or damaged work. It is the responsibility of each young writer to take any work with them at the end of the workshop. Any work left behind may be disposed of.
20. **Medical care.** All Workshop Leaders are qualified to perform basic first aid. In case of accidental injury or incident, you authorise any necessary medical treatment and agree to cover any expenses that may be incurred. We require that you inform us of any medical issues (including allergies) and that specific medications (such as epi-pens and asthma pumps) be brought in with the children to each workshop. Please advise staff where to find these medications in the case of emergency.
21. **Photography.** Creative Write-it may take photographs of students during our workshops and publish them for use on our website, social media pages, or for other advertising and publicity purposes. If you do not want your child to be photographed, please inform us upon enrolment. If at any time you request that we remove any images of your child or their work, we will do so at our earliest convenience.
22. **Behaviour.** Creative Write-it expects appropriate and positive behaviour from its young writers at all times. When these expectations are not met you accept that Creative Write-it will discuss behaviour issues with the parent/guardian. If inappropriate behaviour continues and poses a threat, harm or continued disruption to others, the young writer will be asked to leave the program.
23. **Refusal of admission and cancellation of enrolment.** Creative Write-it reserves the right to refuse admission to any person who presents a disciplinary problem to staff or a threat to the safety and wellbeing of other children. Unacceptable language or bullying will under no circumstances be tolerated and will result in the child being removed from the workshop with no refund.



24. **Privacy.** You acknowledge that your personal information will be stored in accordance with current privacy legislation. For more information please see our Privacy Policy.
25. **Drop off and pick up policy.** Young writers should arrive for their workshops within 5 minutes of the scheduled start time, and should be picked up in person no later than 10 minutes after the end time.  
Young writers are only supervised by Creative Write-it staff during their workshop time. You understand that as a parent/guardian you are required to supervise your child before and after each workshop, and drop off and collect them from the workshop location. Please come inside to collect your child as they will not be allowed to leave the premises unsupervised.  
Any child left waiting more than 20minutes will incur a \$25 fee which is payable immediately.
26. **Feedback.** If you have any concerns or comments, please contact us to let us know. We will respond as soon as we are able.
27. **Severability.** If any part of these terms is determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.
28. **Entire agreement.** Upon payment of our fees, these terms, as amended from time to time, shall represent the entirety of the agreement between you and us, and any changes must be in writing and agreed to by us to have effect.

*Current as at November 11, 2016.*