



# 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 (ACN: 604 374 629). All references to you include you and/or all other parents and/or guardians (as applicable) of a prospective student or students. By enrolling yourself or your child or children (hereon referred to as your child) into one of our classes you agree to the following terms. We reserve the right to amend these terms at any time and continued attendance by you or your child after such amendments will constitute acceptance of the amended terms by you.

- 1. Enrolment and re-enrolment.** Places in our classes are only confirmed upon full payment of our term fees, and priority is given to students who have confirmed their interest by paying their fees upfront. Towards the end of each term, current students will be given an opportunity to confirm their places for a subsequent term before prospective students are invited to enrol.
- 2. Enrolment periods.** The minimum enrolment period is for one term, one full course, and/or one holiday workshop, unless:
  - You inform us at the time of enrolment that you or your child will be unable to attend the full enrolment period. In this case we can negotiate a discounted fee or make-up lessons. Please contact us to make this arrangement.
  - You are enrolling mid-way through the term. In this case, enrolment fees will be payable on a pro-rata basis. Please contact us to make this arrangement.
- 3. Fees.** Please visit the relevant page on our website for our prices. If unsure, please contact us.
- 4. Payment options.** Where possible, we prefer online payment via our website. This has the added advantage of confirming your or your child's place with us immediately upon payment. Alternatively, payment may be made by the following methods:
  - *Direct Deposit:*

Creative Write-it Pty Ltd

BSB: 313-140

Account number: 12-237-658

*\* Please ensure that you quote your or your child's name in the description.*



5. **Payment Policy.** You understand that payment for each term must be made in full at least 7 days prior to the commencement of the new term, unless otherwise agreed. After this period, places of unpaid students will be opened to new students.
6. **Cancellation Policy.** You understand that no refunds are offered once payment has been received. Please consider carefully before completing payment.
7. **Workshops.** Creative Write-it is closed on public holidays and some religious holidays. In the event a class workshop/lesson is cancelled on a particular day, we will inform you about this as soon as possible. Students should arrive for their workshops/lessons within 5 minutes of the scheduled start time, and should be picked up no later than 5 minutes after the end time.
8. **Make-up lessons.** We will offer make-up lessons if:
  - You inform us in advance that your child will be unable to attend certain dates.
  - Your child is unwell or an unforeseen event occurs.
  - Your child has had to miss a workshop due to a public holiday or cancellation by us.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.
9. **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 meaning your child is no longer able to attend, a full credit or refund will be provided.
10. **Workshop Leaders.** Although we aim to be as consistent as possible, we reserve the right to change Workshop Leaders without notice. You agree that students are enrolled to undertake the course 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 course that you have enrolled in.

11. **Reviewing work written outside of our courses and editing long works.** Students may from time to time request their Workshop Leader to review work created at home or school, up to 1500 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 availability.
12. **Supplies provided.** It is recommended that students in Story Writing Clubs and Writing Mentorships supply their own writing book (lined exercise book/folder) to keep their writing together. It is optional for students to bring their own stationary, as ample stationary will always be available for use. It is expected that students will respect our stationary, equipment and facilities, returning all items to their rightful place in the state they were found in.
13. **Food and drink.** Students may consume water and snacks in the studio/classroom prior to the commencement of each workshop, but not during. Students are not to share food unless they have been given permission by a parent/guardian.  
It is preferred that food and beverages other than water not be consumed in our studio and classrooms.
14. **Emergency contact details.** If you are the parent or guardian of a student, we request that you ensure that you are contactable via your registered details 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.
15. **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 students do not bring any valuables with them to our studio or classrooms.



16. **Lost or damaged work.** We are not responsible for any lost or damaged work. It is the responsibility of students to take any work with them at the end of the workshop. Any work left behind may be disposed of.
17. **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. Although we require that you inform us of any medical issues (including allergies) you or your child has, we will not be responsible for the administration of any medicines to you or your child.
18. **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 you or your child to be photographed, please inform us before the commencement of the term.  
Nevertheless, if at any time you request that we remove any images of you or your child or their work, we will do so at our earliest convenience.
19. **Behaviour.** Creative Write-it expects appropriate and positive behaviour from its students 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 student will be asked to leave the program.
20. **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 well being of other children. Unacceptable language or bullying will under no circumstances be tolerated and will result in the child being removed from the class with no refund.
21. **Privacy.** You acknowledge that your personal information will be stored in accordance with current privacy legislation. For more information please see our Privacy Policy.
22. **Drop off and pick up policy.** Students 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.

23. **Feedback.** If you have any concerns or comments, please contact us to let us know. We will respond as soon as we are able.
24. **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.
25. **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 July 25, 2020.*