

## TERMS AND CONDITIONS

**ROBYN'S ROOM ABN:60598967544**

- ROBYN'S ROOM has the right to reschedule/alter programs, their content, and any associated costs at their discretion without notification. However, every attempt will be made to notify of any emergent timetabling, and their modifications.
- Children's Art and Craft After School /Home - Ed Day School, School Holiday programs and Parties as advertised are designed for children 5yrs plus. Parent / Child sessions as advertised are for one adult to one child (min 4yrs) Options for additional children available. Adult sessions as advertised are for adults 18 yrs +
- Full client & child details and terms must be current and are required upon registration and at point of attendance.
- **PRIVACY INFORMATION:** The information provided is for ROBYN'S ROOM administration only and is not used for any other purpose. All medical and health information and details will only be accessed and provided in the event of a medical condition, requires medication or in the event of an emergency. The information is kept confidential.
- In the best interests of us all, please do not attend if displaying any symptoms of cold or flu or general feelings of unwell.

### **PAYMENT OF PROGRAMS**

- Program fees and costs are subject to indexation in line with CPI increases and are reviewed annually in Feb and July.
- All fees and costs advertised are inclusive of GST, unless stipulated otherwise.
- When purchasing from ROBYN'S ROOM, card details are transmitted through a secure server using PAYPAL or EWAY. Card data is not hosted by ROBYN'S ROOM after processing.
- All program fees are required to be paid prior to commencement of each session and in accordance with the conditions of programs as listed.
- Please check your booking details carefully and contact ROBYN'S ROOM immediately to rectify a booking error or discrepancy.
- **NO REFUNDS** for any session/ or program will be granted.
- **DISCOUNTS/VOUCHERS/PROMOTIONS** Only one discount/voucher per child /per family, unless otherwise approved by RR.
- **'ONLINE' SESSIONS** - Online sessions require a per participant fee, as determined by RR, to be prepaid prior to receiving link invitation.
- **EARLY DROP OFF OR LATE PICK-UPS** before or after scheduled program hours will incur additional fees of \$15 per 15-minute increments.

### **12 WEEK PROGRAM**

- Full payment must be received prior to attendance. Payment plans and options may be considered if needed.
- Program consists of 12 consecutive weekly sessions of 1.45 hrs per session. With registration comes an expected commitment to attend regularly and consistently, where feasible. The program expires after 12 weeks.
- **In the event of absences due to alternative commitments, the missed session will be tracked as a session regardless.**
- Mainstream School holidays are not included in the 12 weeks period. Any unused sessions after period expiry will be forfeited and do not carry over into the next period. This also applies to fortnightly attendances.
- In the advent of nonattendance due to injury, illness or alternative commitment on same day of session, please notify ROBYN'S ROOM Management.
- 'CATCH-UP' sessions may be provided during the period but must be redeemed with the week or nearest to, the week of the missed class and its availability is solely at the discretion of ROBYN'S ROOM management. Classes cannot be 'caught up' after the expiry of the 12 week term.
- ROBYN'S ROOM track attendances of all sessions throughout the periods.
- **No refunds. Sessions are non - transferrable.**
- **'TRY' SESSIONS** - A 'try' session provides clients an opportunity to experience RR prior to further booking a program. It is for new clients only and not for existing clients at program renewal.
- **CASUAL AND PROGRAM SESSIONS** can only be redeemed during Monday - Friday operating time slots and are not transferrable to School Holiday Workshop periods.
- In the advent of cancelled sessions by RR during normal operating hours, Public and School Holidays periods, no session from your program will be deducted during that period. **Unattended sessions due to illness, holidays and/or other external commitments will be tracked as a session, regardless.**
- Further client & child details and terms are required upon registration.

### **6 WEEK PROGRAM**

- Full payment must be received prior to attendance.
- Program consists of 6 consecutive weekly sessions of 1.45 hrs per session. With registration comes an expected commitment to attend regularly and consistently, where feasible. The program expires after 6 Weeks.
- **In the event of absences due to alternative commitments, the missed session will be tracked as a session regardless.**
- Mainstream School holidays are not included in the 6 weeks period. Any unused sessions after period expiry will be forfeited and do not carry over into the next period. Fortnightly attendances are not available in this program.
- In the advent of nonattendance due to injury, illness or alternative commitment on same day of session, please notify ROBYN'S ROOM Management.

- 'CATCH-UP' sessions are not usually granted during the period. Exceptions may be considered, at the sole discretion of ROBYN'S ROOM management.
- ROBYN'S ROOM track attendances of all sessions throughout the periods.
- **No refunds. Sessions are non – transferrable.**
- **'TRY' SESSIONS** - A 'try' session provides clients an opportunity to experience RR prior to further booking a program. It is for new clients only and not for existing clients at program renewal.
- **CASUAL AND PROGRAM SESSIONS** can only be redeemed during Monday - Friday operating time slots and are not transferrable to School Holiday Workshop periods.
- In the advent of cancelled sessions by RR during normal operating hours, Public and School Holidays periods, no session from your program will be deducted during that period. **Unattended sessions due to illness, holidays and/or other external commitments will be tracked as a session, regardless.**
- Further client & child details and terms are required upon registration.

#### **HOLIDAY PROGRAMS**

- Full payment must be received prior to attendance.
- 24 Hrs notice of cancellation is required.
- **No refunds. Sessions are non - Transferrable.**
- **In the event of absences due to alternative commitments, the missed session will be tracked as a session regardless.**
- School Holiday Sessions are only redeemable during specified holiday hours.
- **EARLY DROP OFF OR LATE PICK-UPS** before or after scheduled program hours will incur additional fees of \$15 per 15-minute increments. Please appreciate Robyn's Room conducts specialized art and craft programs and is not a child-minding service. Thank you for your understanding and co-operation.
- Within all holiday programs a fresh fruit break is supplied. On occasion, children may be offered popcorn or icy poles. Please provide your own additional snacks, drinks & lunch as applicable. **NO NUT PRODUCTS.**
- RR will not be held responsible for personal items that are brought with the child to the holiday sessions. It is recommended that you do not bring your own craft materials or tools. All materials and resources required to facilitate the program are included in the program.
- Any lost property will be held for 2 weeks only. Any unclaimed items will be donated to good will.
- Further client & child details and terms are required upon registration.

#### **PARENT/CHILD SESSIONS**

- Children in attendance must be min 4 yrs old.
- In the event of more than 1 child attending, an additional per child cost will be incurred as determined by RR.
- Full payment must be received prior to attendance.
- 24 Hrs notice of cancellation is required.
- No refunds.
- No 'CATCH-UPS' with no shows.
- 'CATCH-UP' sessions may be provided during program period and must be approved and is solely at the discretion of ROBYN'S ROOM management.
- In the event of a session being booked and session is not attended, it will be recorded as session regardless. Absence due to alternative commitments will not be granted 'a 'CATCH-UP' session. Notification of non - attendance, is still appreciated.
- Parent /Child Sessions are only redeemable during specified Parent/Child hours or at the sole discretion of RR management.
- Further client & child details and terms are required upon registration.

#### **ADULT CREATIVE WORKSHOPS**

- Full payment must be received prior to attendance.
- 1 Hrs notice of cancellation is required.
- No refunds.
- Further client details and terms are required upon registration.

#### **PARTY PACKAGES**

- **All pARTies and associated activities at RR, are designed for children from 5 yrs plus.**
- Parties are priced according to packages: 6-10 & 11-15. Additional children optional.
- If there is an extra child over and above the confirmed package there will be a \$39.82 additional fee per child, payable on the day. If additional children attend, and RR has not been notified within 48 hrs **before** the party date, there will be a \$51 fee per child and any activities may be altered accordingly.
- **NO REFUNDS FOR ANY NON- ATTENDANCE ON THE DAY.**
- To secure the party date and timeslot a 25% deposit of package price is required. Full balance is required 2 days prior to party with proof of payment.
- A date cannot be held without receipt of deposit and completion of all documents-Party Detail Form. The selected date will be confirmed upon receipt of same and subject to availability and further confirmation by RR.

- *RR allows for cancellation 2 weeks prior to party date. After confirmation and subject to availability, there will be 2 weeks to rebook, and the original deposit will be transferred. Following these guidelines, only the deposit will be transferred. NO REFUNDS APPLY.*
- *In the interests of everyone's safety, all children attending the venue must be signed in with full contact details of parent or guardian. Attendance may be denied if details have not been registered.*
- *Guests of pARTy child are by invitation only. In the interests of all children's safety, siblings of pARTy guests are not accommodated or catered for. Children under the age of 5 are to be supervised by an adult at all times.*
- *Art and craft activities are personally prepared based on confirmed party package numbers.*
- *Uncollected art or craft created during the pARTy will only be held for 1 hr after pARTy finish time.*
- *Further client & child details and terms are required upon registration.*

#### **PROTECTION OF CLOTHING**

- *As the sessions are designed to allow every opportunity where practicable, to freely explore an activity or experience every attempt will be made to protect clothing. However, this can not always be guaranteed. ROBYN'S ROOM will not be held responsible for any loss or damage incurred to clothing or otherwise, as a result of materials or mediums used in that session. Smocks/Aprons and shoe covers are provided.*
- *In most circumstances water based paints (the colour pigments used within, may vary slightly ) and water soluble glues are used and are non - toxic and can be washed in water. Washing in cold water is recommended.*

#### **PHOTOS AND MEDIA**

- *Photos and videos taken of clients and children during a program session are done so with full permission by /and/or guardian / parent, as authorized at booking checkout.*
- *All images are solely used for the purposes of marketing, advertising and promotion of ROBYN'S ROOM, both printed and online, and remain the property of ROBYN'S ROOM only.*