

**ENJOY AI AUSTRALIA – TERMS AND CONDITIONS**

Last Updated: June 24, 2025

**1. GENERAL TERMS**

1.1 These Terms and Conditions ("Terms") govern your enrollment and participation in programs offered by Enjoy AI Australia ("we," "us," "our").

1.2 By enrolling in any of our programs, you agree to be bound by these Terms.

1.3 We reserve the right to modify these Terms at any time. Updated Terms will be posted on our website at <https://enjoyaiaustralia.com.au/>

**2. PROGRAM ENROLLMENT****2.1 ELIGIBILITY**

- Programs are available for children aged 4-12 years
- Age-appropriate program placement is at our discretion
- All participants must have completed enrollment forms

**2.2 ENROLLMENT CONFIRMATION**

- Enrollment is confirmed upon receipt of payment
- Class placement is subject to availability
- Maximum class size is 6-8 students per session

**2.3 TRIAL CLASSES**

- Trial classes and introductory packages are available for new families
- Trial class fees may be credited toward full program enrollment

**3. FEES AND PAYMENT****3.1 PROGRAM FEES**

- Weekend Program: \$40 per session (9 sessions total: \$360)
- Holiday Program: \$260 per program
- After School Program: \$45 per session (\$35 with sibling discount)

**3.2 PAYMENT TERMS**

- Full payment required upon enrollment
- Payment methods accepted as specified during enrollment
- Late payment may result in loss of class placement

**4. CANCELLATION AND REFUND POLICY****4.1 AFTER SCHOOL AND WEEKEND PROGRAM CANCELLATION POLICY**

- Full refund available if cancelled 7+ days prior to program start (\$50 administration fee will be deducted)
- Full credit available if cancelled 24+ hours prior to session start
- Credits can be used toward any future Enjoy AI Australia programs
- Credits valid for 12 months from issue date
- No refund or credit for cancellations made less than 24 hours before session start

**4.2 HOLIDAY PROGRAM CANCELLATION POLICY**

Master STEM from ENJOY AI

[stem@enjoyaiaustralia.com.au](mailto:stem@enjoyaiaustralia.com.au) | [enjoyaiaustralia.com.au](https://enjoyaiaustralia.com.au) | 0413 964 127

- Full refund available if cancelled 7+ days prior to program start
- \$50 administration fee will be deducted from all refunds
- No refund for cancellations made less than 7 days before program start

#### 4.3 EMERGENCY CANCELLATIONS

- Emergency situations will be considered on a case-by-case basis
- All emergency cancellation decisions are at Enjoy AI Australia's sole discretion
- Documentation may be required to support emergency cancellation requests

#### 4.4 REFUND PROCESSING

- Cash refunds processed within 5-10 business days of approved cancellation
- Credits issued immediately upon approved cancellation
- All cancellations must be made through official channels

#### 4.5 CREDIT TERMS

- Credits are non-transferable between families
- Credits cannot be exchanged for cash
- Credits must be used within 12 months of issue date
- Unused credits expire after 12 months with no refund

#### 4.6 COMPANY-INITIATED CANCELLATIONS

- Full refund provided if Enjoy AI Australia cancels a program
- No administration fee applies to company-initiated cancellations

### 5. ATTENDANCE AND MAKE-UP SESSIONS

#### 5.1 ATTENDANCE

- Regular attendance is encouraged for optimal learning outcomes
- Parents/guardians are responsible for timely drop-off and pick-up

#### 5.2 MISSED SESSIONS

- No refunds for missed sessions due to student absence
- Make-up sessions may be available for genuine emergencies at our discretion
- Weather-related cancellations: programs held indoors, no weather cancellations

### 6. SAFETY AND SUPERVISION

#### 6.1 SUPERVISION

- All instructors hold current Working with Children Checks (Queensland requirement)
- Adult supervision provided during all program activities

#### 6.2 HEALTH AND SAFETY

- Parents must disclose any medical conditions, allergies, or special requirements
- Emergency contact information must be current and accessible
- We reserve the right to exclude participants who pose safety risks

### 7. BEHAVIOR AND CONDUCT

#### 7.1 STUDENT CONDUCT

- Students expected to follow instructor guidance and safety rules
- Respectful behavior toward instructors and peers required
- Disruptive behavior may result in program exclusion without refund

#### 7.2 PARENT/GUARDIAN RESPONSIBILITIES

- Provide accurate enrollment information
- Ensure timely drop-off and pick-up
- Communicate any concerns or changes promptly

### 8. INTELLECTUAL PROPERTY AND MEDIA

## 8.1 PROGRAM MATERIALS

- All curriculum and materials remain property of Enjoy AI Australia
- WhalesBot equipment and materials used under authorised license

## 8.2 PHOTOGRAPHY AND MEDIA

- We may photograph/video program activities for promotional purposes
- Enrollment includes consent for such use unless specifically declined
- Parents may opt-out of media use by written request

## 9. LIABILITY AND INSURANCE

### 9.1 LIMITATION OF LIABILITY

- Participation in programs is at participant's own risk
- We maintain appropriate insurance coverage
- Liability limited to program fees paid

### 9.2 INDEMNIFICATION

- Parents/guardians indemnify us against claims arising from student participation
- This includes but is not limited to injury, property damage, or behavioral incidents

## 10. PRIVACY AND DATA PROTECTION

### 10.1 INFORMATION COLLECTION

- We collect only information necessary for program delivery
- Personal information used solely for program administration and communication
- Information not shared with third parties without consent

### 10.2 DATA SECURITY

- Reasonable measures taken to protect personal information
- Enrollment information retained for administrative and safety purposes

## 11. PROGRAM MODIFICATIONS

### 11.1 CURRICULUM CHANGES

- We reserve the right to modify program content to enhance learning outcomes
- Substantial changes will be communicated to enrolled families

### 11.2 SCHEDULING CHANGES

- Schedule changes communicated with reasonable notice
- Alternative arrangements offered when possible

## 12. FORCE MAJEURE

### 12.1 UNFORESEEN CIRCUMSTANCES

- We are not liable for program disruptions due to circumstances beyond our control
- This includes but is not limited to: natural disasters, government restrictions, facility unavailability

### 12.2 ALTERNATIVE ARRANGEMENTS

- We will make reasonable efforts to provide alternative arrangements
- Refunds or credits considered on case-by-case basis for extended disruptions

## 13. DISPUTE RESOLUTION

### 13.1 COMPLAINTS PROCEDURE

- Concerns should be raised directly with program management
- We aim to resolve all issues promptly and fairly
- Written complaints will receive written responses

### 13.2 GOVERNING LAW

- These Terms governed by Queensland, Australia law
- Disputes subject to Queensland jurisdiction

#### **14. CONTACT INFORMATION**

ENJOY AI AUSTRALIA

Website:

<https://enjoyaiaustralia.com.au/>

Phone: Available during business hours

Email: As provided on website

For questions about these Terms and Conditions, please contact us through our official channels.

#### **15. ACKNOWLEDGMENT**

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By enrolling in Enjoy AI Australia programs, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

These Terms constitute the entire agreement between you and Enjoy AI Australia regarding program participation.

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ENJOY AI AUSTRALIA  
Hands-On STEM Learning  
Serving Brisbane and Gold Coast Families

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