



Terms & Conditions

Words of a Feather 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 our programs 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.

Enrolments

1. **Enrolment and re-enrolment.**

— Places in our programs are only confirmed upon full payment of our program fees.

2. **Fees.** Please visit the relevant page on our website for our current prices. All prices are non-negotiable.

3. **Payment options.** Payments can be made securely online via Paypal or credit card. This has the added advantage of confirming your or your child's place with us immediately upon payment. If this method of payment is not possible, please contact us.

4. **Cancellation Policy.**

— Refunds for group programs are possible up to 7 days before the commencement of the program.

— Refunds are **not** available for Mentor Sessions.



Programs

5. **Programs.**

- Words of a Feather is closed on public holidays and some religious holidays. If these affect our weekly workshop dates, an alternative will be offered.
- In the event that we cancel a program, we will inform you about this as soon as possible and you will have options to reschedule or request a credit or refund.
- Students should arrive for their workshops within 5 minutes of the scheduled start time. For in-person workshops, children should be picked up no later than 5 minutes after the end time.

6. **Make-up lessons.**

- If you need to reschedule a Mentor Session, please do so via the website as soon as possible. Reschedules are possible up to **10 hours** before the start of the session. We pride ourselves on the time we take to prepare for each session, and cannot offer refunds or credits for no-shows or late notice of change.
- If your child is suddenly unwell, or an unforeseen event occurs, resulting in missing a Mentor Session or group program without giving us notice – please contact us as soon as possible.
- If you or your child is no longer able to attend a program you have booked, please contact us as soon as possible.

7. **Changes to timetable and pricing structure.** Words of a Feather 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.

8. **Writing Mentors.** Although we aim to be as consistent as possible, we reserve the right to change Mentors without notice. You agree that students are enrolled to participate in the program, and there is no guarantee as to who the Mentor will be.

- We will not issue refunds if there has been a change in the Mentor who will teach a program that you have enrolled in.
- If you have enrolled in Mentor Sessions and your usual Mentor is not available, we will let you know as soon as possible to give you chance to go ahead with a different Mentor, or reschedule when your usual Mentor is available.



9. **Reviewing work written outside of our programs and editing long works.**

— *Mentorship Writers* may request their Mentor to look at extra writing they have done at home or at school, which may be able to be read, corrected and discussed during their mentorship session.

— *All Students* are welcome to submit writing for possible publication, at any time and at no additional charge. We will respond to all submissions, however, for detailed feedback we recommend booking a Mentor Session.

10. **Supplies provided.**

— Students attending in-person programs will have all writing material provided, but they are welcome to bring their own writing books and stationery if they prefer. 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.

11. **Food and drink.** During in-studio programs, students are able to consume snacks and lunch in the studio during the designated breaks. Children are not to share food unless they have been given permission by a parent/guardian.

12. **Behaviour.** Words of a Feather expects appropriate and positive behaviour from its students at all times. When these expectations are not met you accept that Words of a Feather will discuss behaviour issues with you, 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.



13. **Refusal of admission and cancellation of enrolment.** Words of a Feather 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 students. Unacceptable language or bullying will under no circumstances be tolerated and will result in the student being removed from the class with no refund.
14. **Emergency contact details.** If you are the parent or guardian of a child, we request that you ensure that you are contactable via your registered details in the event of an 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. **Drop off and pick up policy.**
- Children are only supervised by Words of a Feather staff during their workshop time. You understand that as a parent/guardian you are required to supervise your child before and after each workshop in the studio, and drop off and collect them from the workshop location.
 - Students under 12 years old will not be able to leave the premises on their own, or without an adult parent/guardian, under any circumstances. Students over 12 years old can leave the premises on their own with written consent from a parent/guardian that we have on file.
 - A minding fee of \$20 per half-hour applies for late pick-ups.
16. **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.
17. **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, and to save their own work when writing online. Any work left behind may be disposed of.



Medical Care

18. **Medical care.** All team members at Words of a Feather 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), we will not be responsible for the administration of any medicines to you or your child.

Photography & Promotions

19. **Photography.** Words of a Feather may take photographs or videos of students during our workshops and publish them for use on our website, social media pages, or for other advertising and publicity purposes. We will not publish or share any photos or videos without your consent. If at any time you request that we remove any images of you or your child or their work, we will do so as soon as possible.

Privacy & Legal

20. **Privacy.** You acknowledge that your personal information will be stored in accordance with current privacy legislation. For more information please see our [Privacy Policy](#).
21. **Feedback.** If you have any concerns or comments, please contact us to let us know.
22. **Severability.** If any part of these terms is determined by any competent authority to be invalid, unlawful or unenforceable to any extent, that part will be removed. The remaining terms will continue to be valid to the fullest extent permitted by law.
23. **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 20, 2023.