

ART CLUB REFUND POLICY

Introduction

The following policy outlines the guidelines for refunds of term fees for Art Club. Art Club operates on a per-term basis, corresponding with school terms. The policy addresses refunds for both new and existing members who may wish to withdraw from Art Club before the term concludes. Please read this policy carefully before enrolling or continuing your child's participation in Art Club.

Term Fees and Payment

Art Club fees are charged on a per-term basis, and the total fee for each term will be communicated to parents or guardians prior to the start of the term. The term fees cover the cost of art materials, instruction, and other expenses related to Art Club's operation.

Joining Mid-Term

Children who wish to join Art Club after the term has already commenced will be charged a pro-rata fee based on the number of remaining sessions in the term. This pro-rata fee will be determined by Rachel Grove Art Studio and will be communicated to parents or guardians at the time of enrolment.

Refunds for Withdrawal

New Members: For new members who enrol in the Art Club but decide to withdraw before attending any sessions, a full refund of the term fee will be provided upon request. The refund request must be made in writing (email or letter) within seven (7) days of the enrolment date.

Existing Members: For existing members who have attended one or more sessions and decide to withdraw from the Art Club before the term concludes, no refunds will be issued. The term fees are non-refundable once the term has commenced, regardless of the number of sessions attended.

Medical or Exceptional Circumstances

In the event of medical or exceptional circumstances that prevent a child from continuing their participation in the Art Club after the term has commenced, parents or guardians may submit a refund request along with supporting documentation (e.g., medical certificates). Rachel Grove Art Studio will review these cases on an individual basis and may consider offering a partial refund at their discretion.

Canceled Sessions

In the unlikely event that Rachel Grove Art Studio needs to cancel one or more sessions during the term, the coordinator will make reasonable efforts to reschedule the session(s) or offer alternative arrangements. If it is not possible to reschedule or provide alternatives, the portion of the term fee corresponding to the cancelled session(s) will be refunded to all members.

Refund Process

Refund requests must be made in writing (email or letter) to Rachel Grove Art Studio. Rachel Grove Art Studio will acknowledge the request and review it according to the

Rachel Grove Art Studio

www.rachelgrove.com.au | @rachelgroveart
art@rachelgrove.com.au | 0429 524 409

guidelines outlined in this policy. Refunds, if applicable, will be processed within 14 days of the request's approval.

Policy Amendments

This Refund Policy is subject to review and may be amended from time to time. Any changes to the policy will be communicated to parents or guardians in advance.

By enrolling or continuing their child's participation in Art Club, parents or guardians acknowledge that they have read, understood, and agree to abide by the terms of this refund policy.