



# TERMS & CONDITIONS

## YOUNG WRITER PROGRAMS ADULT PROGRAMS

Story Studios Australia are operated by Melbourne Young Writers' Studio Holdings Pty Ltd, hereon referred to as us/we/our.

## ADULT PROGRAMS

All references to you include you and/or all other attendees you are agreeing on behalf of (as applicable). By enrolling into any of our programs you agree to the following terms. We reserve the right to amend these terms at any time and continued attendance after such amendments will constitute acceptance of the amended terms by you.

### 1. Group Setting.

You acknowledge that programs and events are typically held in a group setting and that you may be required to participate.

### 2. Behaviour.

Story Studios Australia expects appropriate and positive behaviour from its writers at all times. If inappropriate behaviour continues and poses a threat, harm or continued disruption to others, the writer will be asked to leave the program with no refund.

### 3. Support

We aim to make our programs and events accessible to all, however, from time to time a program may not be suitable for some individuals, in which case we may need to provide a refund.

### 4. Make-ups.

- **Address:** 170 Elgin Street, Carlton
- **Phone:** 03 9958 5799 • **ACN:** 632 363 501 • **Email:** [info@storystudiosaustralia.com.au](mailto:info@storystudiosaustralia.com.au)
- **Website:** [www.storystudiosaustralia.com.au](http://www.storystudiosaustralia.com.au)

Because of the temporary nature of most of our courses and events, you acknowledge that make-up sessions are not available.

## **5. Minimum Enrolments**

You acknowledge that for most of our courses we need a minimum of 7 enrolments for them to run. If we don't have enough enrolments for a given course then it won't run and refunds will be provided.

## **6. Feedback**

You acknowledge that we don't provide feedback other than what is given during a session. For additional feedback, extra fees will apply.

## **7. Participation**

Participants in our adult programs must be 18 years old and over and must not be currently enrolled in a program with Story Studios Australia.

**8. Payment options.** Where possible, we prefer secure online payment via the booking form found on our website or through eventbrite. This has the added advantage of confirming your place with us immediately upon payment. Should you wish to pay using an alternative method please contact us. An administration fee of \$10 will be charged for other payment methods or arrangements.

**9. Payment Policy.** You understand that payment for a course or event must be made in full prior to the commencement of the course or event, unless otherwise agreed. Your place is not confirmed until payment has been received and is open to other writers until then.

**10. Cancellation Policy.** You understand that no refunds or credits are offered once payment has been received. Please consider carefully before completing payment.

**11. Closed dates & cancellations.** Story Studios Australia is closed on public holidays and some religious holidays. In the event a workshop is cancelled on a particular day, we will inform you about this as soon as possible.

**12. Personal property.** You acknowledge that we are not responsible for any personal property you may bring onto the premises, and we will not be liable for any loss or damage to such property.

## **13. Photography**

Story Studios Australia may take photographs or videos of you during a course or event and publish them for use on our website, social media pages, or for other advertising and publicity purposes. If you do not want to be photographed, please inform us upon enrolment. If at any time you request that we remove any images of you or your work, we will do so at our earliest convenience.

**13. Privacy.** You acknowledge that your personal information will be stored in accordance with current privacy legislation. For more information please see our Privacy Policy.

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

**15. 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.

**16. 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.

## YOUNG WRITER PROGRAMS

All references to you include you and/or all other parents and/or guardians (as applicable) of a prospective young writer or young writers. By enrolling your child or children (hereon referred to as your child) into our workshops you agree to the following terms. We reserve the right to amend these terms at any time and continued attendance by your child after such amendments will constitute acceptance of the amended terms by you.

### SEMESTER BASED PROGRAMS

#### 1. Trials for new young writers.

- *In-Person Creative Story Writing Groups.* We offer one free trial for your child on arrangement and subject to availability. If your child chooses to continue, you will only be charged at the pro-rata rate for the remainder of the semester.
- *Online Creative Story Writing Groups.* We offer one free trial for your child on arrangement and subject to availability. Parents and guardians should avoid speaking directly to Story Mentors during the trial session. The Studio Manager will be in contact after your trial session. If your child decides not to continue, you must not access, share or distribute your online details.
- *Private Mentorships.* We offer one *paid* trial for your child on arrangement and subject to availability. Payment is required beforehand. If your child chooses to continue, you will only be charged at the pro-rata rate for the remainder of the semester.
- Trials are available to new young writers at any time throughout the year, subject to availability.

2. **Ongoing feedback on your child's development.** We do not grade your child's work or offer reports as we do not feel this is helpful for creative work. However, we do provide written and verbal feedback on every finished piece of writing to help you and your child understand what your child is doing well and where they can improve. We also welcome discussion about your child's progress at any time, and encourage you to ask questions and be involved. Please speak with your Studio Host or contact us via phone or email.

3. **Enrolment and re-enrolment in Semester Based Programs.** Places in our workshops (Creative Story Writing Groups and Private Mentorships) are only confirmed upon full payment of our semester fees, and priority is given to young writers who have confirmed their interest by paying their fees upfront. Towards the end of each semester, you will be sent an email with a personalised link to enrol for the following semester. Your child's place for the subsequent semester will only be confirmed upon payment of the next semester's fees.

4. **Enrolment periods.** The minimum enrolment period is for one semester (two terms), unless you are enrolling a new young writer. New young writers may enrol part-way through the semester. In this case, enrolment fees will be payable on a pro-rata basis. Please contact us to make this arrangement. *Only available for new young writers.*

After week 2 of each semester, a higher weekly class fee (i.e. our pro-rata rate) will be applicable.

5. **Fees.** Fees may vary depending on the type of program, day of the week and time of enrolment. We endeavour to keep our fees as low as possible, however fees may increase annually subject to inflation.

6. **Earlybird Offers.** Story Studios Australia offers an earlybird discount prior to each enrolment period. Once the earlybird discount expires, parents/guardians are required to

enrol using the full semester price. Fees will not be adjusted to reflect the earlybird rate once the discount period has ended.

**7. Payment for Semester Based Programs.** Payment for semester based programs is completed securely online via PayPal or Square. Pay in 4 is available. This will secure your child's place with us immediately upon payment. In the event that an alternate payment method or arrangement is approved by management, an administration fee of \$10 will be charged.

**8. Payment Policy for Semester Based Programs.** You understand that payment for each semester must be made in full at least 7 days prior to the commencement of the new semester, unless otherwise agreed. Your child's place in our program is not confirmed until payment has been received and is open to other writers until then.

**9. Cancellation Policy: All programs.** You understand that no refunds or credits are offered once payment has been received. Please consider carefully before completing payment.

**10. Closed dates & cancellations.** Story Studios Australia is closed on Victorian public holidays and some religious holidays. In the event a workshop is cancelled on a particular day, we will inform you about this as soon as possible.

**11. Communications and feedback.** Young writers should not email Story Mentors via their personal online platforms, i.e. email addresses, social media, or websites. All communications relating to feedback on writing should be directed to the allocated Story Mentor email address ([mywsstorymentor@gmail.com](mailto:mywsstorymentor@gmail.com)) OR to [info@storystudiosaustralia.com.au](mailto:info@storystudiosaustralia.com.au).

**12. Missed Sessions.** Creative Writing Groups are small, sequential programs and places are limited. As such, we're unable to offer make-up sessions or refunds for missed classes due to illness, holidays, or other absences.

Where possible, we may provide a short writing prompt or activity to help young writers stay connected to the work. This is offered at our discretion and does not constitute a replacement session.

#### PRIVATE MENTORSHIPS:

Due to timetabling and staffing limitations, make-ups are not available for Private Mentorships.

In the event that a make-up can be arranged, an additional session fee will be payable.

**13. Changes to timetable and pricing structure.** Story Studios Australia reserves the right to cancel or change the timetable, mentor and pricing structure at any point in time. Workshop times and locations may vary depending on enrolment numbers. In the case of a cancelled workshop that has been paid for, or a change of time and/or location meaning your child is no longer able to attend, a refund will be provided.

#### SCHOOL HOLIDAY PROGRAMS

**14. Holiday Program and Festival Bookings.** Bookings must be made via the holiday program form on the website using secure online payment via PayPal or Square. This will secure your child's place with us immediately upon payment.

**15. Cancellation Policy:** You understand that no refunds or credits are offered once payment has been received. Please consider carefully before completing payment.

#### **ALL YOUNG WRITER PROGRAMS**

**16. Story Mentors.** In addition to being professional, practising writers, all Story Mentors possess a current Working with Children's Check. We aim to ensure your child's Mentor is as consistent as possible, however we reserve the right to change Mentors without notice as this is frequently outside of our control. You agree that students are enrolled to undertake Story Studios Australia workshops 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 workshop that you have enrolled in.

**17. Reviewing work written outside of our workshops and editing long works.**

Writing done by young writers during our workshops will be read by mentors during the term/workshop. Mentors will provide written and verbal feedback on stories they are provided access to during the sessions. Young writers may request to have stories written outside of the sessions read by mentors for an additional cost. Please also note that this service is subject to Mentor agreement and availability.

**18. Requesting Mentors to teach your child outside of Story Studios Australia programs and locations.**

You understand that Mentors are under contract to teach Story Studios Australia programs as part of Story Studios Australia only, and will be jeopardising their position if they offer similar programs privately, within a 15km radius of any Story Studios Australia, pop-up studio or online.

**19. Supplies provided.** We recommend that young writers supply their own writing book (lined exercise book/folder) or device (laptop or i-pads) to keep their writing together. Young writers are also welcome to bring their own stationery, however ample stationery will always be available at our studios for use. It is expected that young writers will respect our stationery, equipment and facilities, returning all items to their rightful place in the state they were found in.

**20. Food and drink.** Young writers may consume water and snacks in the studios prior to the commencement of each workshop, and in the snack/lunch breaks of holiday workshops, but not during. Young writers are not to share food.

**21. Emergency contact details.** If you are the parent or guardian of a young writer, we request that you ensure that you are contactable via your registered details (particularly a mobile number) in the event of any emergency for the duration of each workshop, including the full day of a school holiday program or festival. If there are any changes to the original details provided, please inform us of this change immediately.

**22. 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.

**23. Lost or damaged work.** We are not responsible for any lost or damaged work. It is the responsibility of each young writer to take any work with them at the end of the workshop. Any work left behind may be disposed of unless prior arrangements have been made.

**24. Medical care.** A basic first aid trained staff member is present at all children's programs and festivals. In case of accidental injury or incident, you authorise any necessary medical treatment and agree to cover any expenses that may be incurred. We require that you inform

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us of any medical issues (including allergies) and that specific medications (such as epi-pens and asthma pumps) be brought in with the children to each workshop. Please advise staff where to find these medications in the case of emergency. In the case of anaphylaxis, action plans must be handed to the studio host at the commencement of the program & supplied digitally.

**25. Photography.** Story Studios Australia 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. If you do not want your child to be photographed, please inform us upon enrolment. If at any time you request that we remove any images or videos of your child or their work, we will do so at our earliest convenience.

**26. Recordings of online sessions.** Online sessions will be recorded and stored securely for up to six weeks after each workshop for continuity, wellbeing and safety monitoring.

**27. Online privacy and sharing.** To protect the privacy of our young writers, all online details including Zoom links, Google Documents should not be shared or distributed.

**28. Online session communications.** All communications relating to enrolments, missed sessions, payments, feedback and operations should be directed to the Studio Host. To protect the privacy of young writers and to ensure a safe online experience, parents/guardians should not sit in on online sessions, nor liaise with Story Mentors at the beginning/end of a session.

**29. Behaviour.** Story Studios Australia expects appropriate and positive behaviour from its young writers at all times and in keeping with the Young Writer Code of Conduct. When these expectations are not met, we will get in touch to discuss behaviour issues with the parent/guardian. If inappropriate behaviour continues and poses a threat, harm or continued disruption to others, the young writer will be asked to leave the program with no refund.

**30. Refusal of admission and cancellation of enrolment.** Story Studios Australia reserves the right to refuse admission to any person who presents a disciplinary problem to staff or a threat to the safety and wellbeing of other children. Unacceptable language or bullying will under no circumstances be tolerated and will result in the child being removed from the workshop with no refund.

**31. Privacy.** You acknowledge that your personal information will be stored in accordance with current privacy legislation. For more information please see our Privacy Policy.

**32. Drop off and pick up policy.** Young writers should arrive for their workshops within 5 minutes of the scheduled start time, and should be picked up in person no later than 10 minutes after the end time. Young writers are only supervised by Story Studios Australia 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. Please come inside to collect your child as they will not be allowed to leave the premises unsupervised unless permission to leave alone has been granted on your enrolment form or in writing. Any child left waiting more than 15 minutes will incur a \$25 fee which is payable immediately.

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

**34. Publishing.** Young writers enrolled for the full Semester 2 each year will be able to submit stories for publication in the annual print anthology. Publication in the print anthology

will not be available to those not enrolled for the full Semester 2, however they will still have the option to be published in the digital anthology.

Young writers will also have the opportunity to submit their work for our blogs and newspapers. Submissions must all be made via the Story Studios Submissions Portal before the closing date. It is not guaranteed that all stories will make it into any publication. It is up to the young writer and their parent/guardian to submit their work via the Submissions Portal in line with the submission guidelines.

**35. 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.

**36. 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.