TERMS & CONDITIONS

YOUNG WRITER PROGRAMS
ADULT PROGRAMS

Story Studios Australia is operated by Melbourne Young Writers' Studio Holdings Pty Ltd (referred to in these terms as "we", "us" or "our").

YOUNG WRITER PROGRAMS

These Terms and Conditions apply to parents and guardians enrolling a child or children (referred to as "your child") in Story Studios Australia programs.

By completing enrolment, you agree to these Terms and Conditions.

We may update these terms from time to time. Where changes materially affect an existing enrolment, we will notify you and seek agreement where required by law. Any changes will not affect your rights under the Australian Consumer Law.

SEMESTER BASED PROGRAMS

1. **Trials for new young writers.**

- **In-Person Creative Story Writing Groups:** One free trial session is available to new young writers, by arrangement and subject to availability.
- **Story Studios At Home Online Writing Groups:** One free trial session is available to new young writers, by arrangement and subject to availability. Parents and

guardians are asked not to communicate directly with Story Mentors during the session. Our team will follow up after the trial.
- **Private Mentorships:** One paid trial session is available to new young writers, by arrangement and subject to availability. Payment is required before the session.

Trials are available throughout the year, subject to availability.

Enrolment offers following a trial will reflect the remaining sessions in the relevant enrolment period, calculated at the applicable pro-rata rate.

2. **Ongoing feedback on your child's development.**
We do not grade young writers' work or provide formal progress reports, as we believe creative development is best supported through ongoing practice, discussion and feedback.

Our Story Mentors provide regular, constructive verbal and written feedback during sessions, helping young writers recognise their strengths, develop their skills and identify areas for improvement.

We welcome conversations about your child's progress at any time. Please speak with the Studio Host or contact us by phone or email.

3. **Enrolment and re-enrolment in Semester Based Programs.**
Places in our Creative Writing Groups and Private Mentorships are confirmed upon receipt of payment.

Families may enrol for a Semester (two terms) or an Annual Enrolment (four terms), where available.

Families enrolled by semester will be invited to re-enrol for the following semester. Places are not automatically carried over and are only confirmed once the next enrolment has been completed.

Families with an Annual Enrolment do not need to re-enrol between semesters, as their enrolment covers the full calendar year.

4. **Enrolment periods.**
Our standard enrolment periods are:

- **Semester 1 Enrolment:** Terms 1 and 2 of the nominated calendar year.
- **Semester 2 Enrolment:** Terms 3 and 4 of the nominated calendar year.
- **Annual Enrolment:** Terms 1–4 of the nominated calendar year.

The minimum enrolment period for existing young writers is one semester.

New young writers may enrol partway through a semester, subject to availability, with fees calculated on a pro-rata basis. A higher weekly pro-rata rate applies to new enrolments commencing after Week 2 of each semester.

5. Annual Enrolments

Annual Enrolment covers both semesters (four terms) of the nominated calendar year.

The full annual fee is payable at the time of enrolment, either in one payment or through a Buy Now, Pay Later option offered by our payment providers, where available.

Annual Enrolment offers a discounted rate in recognition of a commitment to the full year. Once payment has been received, your child's enrolment is confirmed for both semesters, subject to any necessary timetable changes.

If a young writer withdraws partway through the year or is unable to attend for personal reasons, fees for the remaining sessions are generally non-refundable. Any credits or alternative arrangements outside statutory entitlements are at the discretion of Story Studios Australia.

Nothing in this clause limits your rights under the Australian Consumer Law.

6. **Fees.**
Fees may vary depending on the type of program, day of the week and time of enrolment. All applicable fees will be clearly communicated at the time of enrolment.

We endeavour to keep our fees as affordable as possible, however fees may be reviewed and adjusted from year to year.

7. Earlybird Offers and Discounts

Story Studios Australia offers discounted enrolment fees during designated Earlybird periods. Discounts may vary depending on the enrolment option and are available only until the advertised closing date.

Once an Earlybird offer has expired, standard enrolment fees apply. Earlybird discounts cannot be applied retrospectively.

Story Studios Australia may also offer sibling discounts and other promotional offers. Eligibility criteria, discount amounts and any additional conditions will be communicated at the time of the relevant offer.

Discounts and promotional offers cannot be combined unless expressly stated otherwise.

Additional Earlybird benefits, including competitions, prize draws and publishing opportunities, are subject to their advertised eligibility requirements, closing dates and any applicable terms and conditions.

8. **Payment for Semester Based/Annual Programs.**

Payment for Semester and Annual Enrolments is completed securely online through PayPal or Square. Buy Now, Pay Later options may be available through our payment providers, subject to their eligibility requirements and terms.

Your child's enrolment is confirmed once payment has been successfully processed.

Alternative payment methods may be approved at the discretion of Story Studios Australia and may incur an administration fee.

9. **Payment Policy for Semester Based/Annual Programs.**
Places are not held or guaranteed until payment has been received. Until payment is completed, places remain available to other young writers.

For new young writers enrolling partway through a semester, payment must be completed before their first session following free trial.

10. **Cancellation Policy: All programs.**
Enrolment fees are generally non-refundable once payment has been received, including where a young writer withdraws or is unable to attend for personal reasons.

Credits or alternative arrangements may be offered at the discretion of Story Studios Australia. An administration fee may apply to these discretionary arrangements and will be communicated in advance.

Nothing in this policy excludes or limits your rights under the Australian Consumer Law.

11. **Closed dates & cancellations.**
Story Studios Australia is closed on Victorian public holidays and other scheduled closure dates. Scheduled closures are reflected in our published program calendars and enrolment fees.

If a session needs to be cancelled unexpectedly, we will notify families as soon as practicable and advise of any alternative arrangements, credits or refunds, as applicable.

Nothing in this clause limits your rights under the Australian Consumer Law.

12. **Communications and feedback.**
All communications relating to Story Studios programs, including questions about writing and feedback, should be directed through our official communication channels.

Young writers and families should not contact Story Mentors through their personal email addresses, social media accounts or other private platforms.

For enquiries, please contact info@storystudiosaustralia.com.au or speak with the Studio Host.

13. **Missed Sessions.**
Our Creative Writing Groups are small, sequential programs with limited places. As such, we are unable to offer make-up sessions, refunds or credits for sessions missed due to illness, holidays or other personal absences.

Where possible, we may provide a writing prompt or activity to help young writers stay connected to their writing.

Private Mentorships: Due to timetabling and staffing limitations, make-up sessions are not generally available for Private Mentorships. Where an additional session can be arranged, a separate session fee will apply.

14. **Changes to timetable and pricing structure.**
Story Studios Australia may need to make changes to program timetables, locations or Story Mentors due to enrolment numbers, staffing or operational requirements.

We will endeavour to provide reasonable notice of any changes and, where possible, offer suitable alternative arrangements.

If we cancel a program or make a significant change to its scheduled time or location that prevents your child from attending, we will provide a refund for the affected sessions, unless you accept a suitable alternative arrangement.

Fees for confirmed enrolments will not be increased during the applicable enrolment period.

Nothing in this clause limits your rights under the Australian Consumer Law.

SCHOOL HOLIDAY PROGRAMS

15. **Holiday Program and Festival Bookings.**
Bookings for school holiday programs and festivals must be completed through the relevant booking form on our website, with secure online payment via PayPal or Square.

Your child's place is confirmed once payment has been successfully processed.

16. **Cancellation Policy**
Bookings are generally non-refundable once payment has been received, including where a young writer is unable to attend due to illness, holidays or other personal circumstances.

Credits or alternative arrangements may be offered at the discretion of Story Studios Australia.

Nothing in this policy excludes or limits your rights under the Australian Consumer Law.

ALL YOUNG WRITER PROGRAMS

17. **Story Mentors**.
Our Story Mentors are professional, practising writers who hold current Working with Children Checks.

We aim to provide consistency in mentorship wherever possible. However, changes to Story Mentors may occasionally be necessary due to staffing or operational requirements.

Enrolment is in a Story Studios Australia program rather than with an individual Mentor.

18. **Reviewing Writing and Editing Longer Works**
Our Story Mentors provide verbal and written feedback on young writers' work as part of their regular sessions. This may involve reviewing selected passages, discussing particular writing challenges or providing guidance on a larger project.

Young writers are encouraged to continue their writing between sessions. However, reviewing or editing substantial manuscripts in their entirety falls outside the scope of regular mentorship.

Additional manuscript reading or editing services may be arranged for an additional fee, subject to Mentor availability.

19. **Supplies provided.**
We encourage young writers to bring their own notebook, folder or device (such as a laptop or tablet) to keep their writing together.

Stationery and writing materials are also provided at our Carlton studio. Young writers are expected to treat all shared materials, equipment and facilities with care and return items after use.

20. **Food and drink.**
Young writers are welcome to bring water to their sessions. Snacks may be eaten before in-person sessions or during designated breaks in our school holiday programs, but not during writing sessions.

For online groups, we encourage young writers to eat before or after their sessions rather than during them.

To help manage allergies and dietary requirements, young writers attending in person must not share food with one another.

21. **Emergency contact details.**
Parents and guardians must ensure their contact details, particularly their mobile phone number, are accurate and up to date.

A parent, guardian or nominated emergency contact must be contactable throughout each session, including online sessions, school holiday programs and festivals.

Please notify Story Studios Australia promptly of any changes to your contact or emergency contact details.

23. **Personal property.**
Young writers are responsible for taking care of their personal belongings, including devices, stationery and other items brought to our programs.

Story Studios Australia is not responsible for lost, stolen or damaged personal property unless the loss or damage results from our failure to take reasonable care.

24. **Lost or damaged work.**
Young writers are responsible for keeping their writing safe, including saving and backing up digital work and taking notebooks and other materials home after sessions.

Story Studios Australia cannot guarantee the safekeeping of work left behind at our studio or stored on personal devices. Any work left at the studio should be collected promptly, as we cannot store unclaimed materials indefinitely.

25. **Medical care.**
We aim to ensure that a staff member trained in first aid is present at all in-person children's programs and festivals.

Parents and guardians must inform us of any relevant medical conditions, allergies or support needs that may affect their child's participation or safety.

Any required emergency medication, including adrenaline auto-injectors (EpiPens) and asthma relievers, must be brought to each session and be readily accessible. Parents and guardians must advise staff of the medication's location and provide relevant medical action plans, including anaphylaxis action plans, before their child's participation.

In the event of an illness, injury or medical emergency, Story Studios Australia may administer appropriate first aid and seek emergency medical assistance where necessary.

Parents and guardians authorise us to seek such assistance and agree to meet any associated medical expenses for which they are legally responsible.

26. **Photography.**
We love sharing glimpses of life at Story Studios! Photographs and videos of our programs and events help us celebrate our young writers and give other families a sense of what we do.

From time to time, we use these images on our website, social media and in other promotional materials.

If you would prefer that your child not be photographed or filmed for these purposes, please let us know when enrolling or contact us at any time. We completely respect this choice and will ensure your preferences are communicated to our team.

If you later request the removal of an image or video featuring your child, we will take reasonable steps to remove it where practicable.

27. **Recordings of online sessions.**
All online writing sessions are recorded for child safety, wellbeing and continuity purposes.

Recordings are stored securely, accessible only to authorised Story Studios Australia staff, and retained for up to six weeks before being deleted, unless a longer retention period is required by law or for the management of a safety incident.

Recordings are not shared publicly or used for promotional purposes.

28. **Online privacy and sharing.**
Access to online writing sessions is restricted to enrolled young writers. Session links, login details and shared group resources must not be shared with anyone outside the enrolled group without permission from Story Studios Australia.

29. **Online session communications.**
To support a safe and independent writing environment, we ask that parents and guardians do not sit in on online sessions, except where technological assistance is needed or arrangements have been made with Story Studios Australia.

To protect the flow of sessions and ensure mentors can give their full attention to the young writers, Story Mentors are not available for direct conversations with parents or guardians before, during or after online sessions.

All enquiries, including those relating to enrolments, payments, missed sessions, feedback and individual progress, should be directed to the Studio Host or administration team.

30. **Behaviour, Safety and Enrolment**
We expect all young writers to treat others with kindness and respect, and to follow our Young Writer Code of Conduct.

When behaviour falls short of these expectations, our team will work with the young writer to address the issue and, where appropriate, involve their parent or guardian. Our approach is to guide young writers towards positive behaviour while maintaining a safe and supportive environment for everyone.

Where behaviour continues to significantly disrupt sessions or affects the safety or wellbeing of others, Story Studios Australia may suspend or cancel a young writer's enrolment. In cases involving serious safety concerns, immediate action may be necessary.

Story Studios Australia also reserves the right to refuse enrolment where there are reasonable concerns about our ability to provide a safe and appropriate environment for the young writer or other participants.

Any refund or credit arrangements will be considered in accordance with applicable law and the circumstances.

31. **Privacy**

Story Studios Australia collects and handles personal information about young writers and their families in accordance with applicable privacy laws and our Privacy Policy.

This information is used to manage enrolments, deliver our programs and communicate with families.

For more information about how we collect, use, store and protect personal information, please refer to our Privacy Policy.

32. **Drop off and pick up policy.**
Young writers attending in-person sessions should arrive no more than five minutes before their scheduled start time and be collected within ten minutes of the session ending.

Parents and guardians are responsible for arranging timely drop-off and collection. Please come inside the studio to collect your child, as young writers will not be permitted to leave unaccompanied unless permission for independent departure has been provided on their enrolment form or in writing.

Story Studios Australia provides supervision during scheduled sessions. If a young writer has not been collected at the end of their session, staff will continue to supervise them while reasonable efforts are made to contact their parent, guardian or nominated emergency contact.

A late collection fee of $25 may apply where a young writer remains uncollected more than 15 minutes after their session ends.

34. **Feedback**.
We welcome feedback from young writers and their families. If you have any questions, concerns or suggestions about your experience with Story Studios Australia, please get in touch with our team.

We take concerns seriously and will respond as promptly as practicable, working with families to address any issues that arise.

35. **Publishing.**
Story Studios Australia offers young writers opportunities to submit their work for publication throughout the year, including digital and print publications.

Eligibility for particular publishing opportunities may depend on a young writer's enrolment period, submission deadlines and other requirements.

Details of each publication, including eligibility criteria, submission guidelines, relevant fees, deadlines and any publication-specific terms and conditions, will be communicated to families in advance of the relevant submission deadline.

All submissions are subject to editorial review, and eligibility to submit does not guarantee publication. Story Studios Australia reserves the right to decline work that does not meet the relevant editorial or publication guidelines.

Additional opportunities to share work through our blog, newspaper or other platforms may also be offered throughout the year.

36. **Severability.** If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

37. **Entire agreement.**
These Terms & Conditions, together with any additional terms or policies expressly referred to during enrolment or booking, form the agreement between you and Story Studios Australia in relation to the relevant program or service.

Any changes to these Terms & Conditions will be communicated to families as appropriate. Nothing in these Terms & Conditions limits your rights under the Australian Consumer Law.

ADULT PROGRAMS

Adult Programs — Terms & Conditions

These Terms & Conditions apply to Story Studios Australia adult programs and events. References to “you” include any other participants you are booking on behalf of, where applicable.

By booking or attending a program or event, you agree to these Terms & Conditions.

1. Group Setting

Our adult programs and events generally take place in a group setting and may involve discussion, sharing work and participation in group activities.

2. Behaviour

We expect all participants to treat others with kindness and respect and to contribute to a safe and supportive environment.

Where behaviour significantly disrupts a session or affects the safety or wellbeing of others, Story Studios Australia may ask a participant to leave or cancel their booking. Immediate action may be necessary in serious circumstances.

Any refund arrangements will be considered in accordance with applicable law and the circumstances.

3. Accessibility and Support

We aim to make our programs and events welcoming and accessible to all participants. If you have particular accessibility or support requirements, please contact us so we can discuss how best to accommodate them.

In some circumstances, a program may not be suitable for an individual's needs. Where we are unable to provide an appropriate experience, we will discuss available options, including a refund where applicable.

4. Missed Sessions

Due to the nature of our adult programs and events, make-up sessions are generally not available if a participant is unable to attend.

5. Minimum Enrolments

Some programs require a minimum number of participants to proceed.

If a program does not receive sufficient enrolments and cannot go ahead, we will notify participants and provide a full refund.

6. Writing Feedback

Feedback may be provided during sessions as part of the program experience. Additional feedback or manuscript review outside scheduled sessions is not included and may be available by separate arrangement, subject to availability and additional fees.

7. Participation

Adult programs and events are intended for participants aged 18 and over who are not currently enrolled in a Story Studios Australia children's or young writers' program.

8. Payment Options

Payment is generally made securely online through our website or the relevant event booking platform.

Alternative payment methods may be approved by Story Studios Australia and may incur an administration fee, which will be communicated in advance.

9. Payment Policy

Payment must be made in full before the program or event begins, unless alternative arrangements have been agreed.

Places are not confirmed until payment has been received and remain available to other participants until then.

10. Cancellations and Refunds

Fees are generally non-refundable if you cancel your booking or are unable to attend for personal reasons.

Credits or alternative arrangements may be offered at the discretion of Story Studios Australia. Nothing in this clause limits your rights under the Australian Consumer Law.

11. Closed Dates and Cancellations

Story Studios Australia is closed on Victorian public holidays and selected religious holidays.

If we need to cancel a scheduled program or event, we will notify participants as soon as practicable and advise of any alternative arrangements or applicable refunds.

12. Personal Property

Participants are responsible for their personal belongings. Story Studios Australia is not responsible for lost, stolen or damaged personal property, except where liability cannot be excluded by law.

13. Photography and Video

We occasionally take photographs and videos during our programs and events to celebrate our writers and share what we do.

These images may be used on our website, social media and in other promotional materials.

If you would prefer not to be photographed or filmed for these purposes, please let us know when booking or contact us at any time.

If you later request the removal of an image or video featuring you, we will take reasonable steps to remove it where practicable.

14. Privacy

Story Studios Australia collects and handles personal information in accordance with applicable privacy laws and our Privacy Policy.

This information is used to manage bookings, deliver programs and communicate with participants. For further information, please refer to our Privacy Policy.

15. Feedback and Concerns

We welcome feedback from participants. If you have any questions, concerns or suggestions about your experience, please get in touch with our team.

We take concerns seriously and will respond as promptly as practicable.

16. Severability

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

17. Entire Agreement

These Terms & Conditions, together with any additional terms or policies expressly referred to during booking, form the agreement between you and Story Studios Australia in relation to the relevant program or event.

Nothing in these Terms & Conditions limits your rights under the Australian Consumer Law.