

Splat Terms and Conditions

Thank you for enrolling your child in a Splat class this term! We are thrilled to welcome your child for a fun-filled learning experience.

Although we're a fun-loving bunch, we do unfortunately need to be serious from time to time.

By enrolling your child in a Splat class, you agree to the following terms. If you have any queries after reviewing these terms, please feel free to contact us- we're always happy to chat!

Class Changes

We aim to avoid cancellations or rescheduling; however, unforeseen circumstances may lead to such changes, in which case, classes will be rescheduled to another date or time. No refunds will be given for rescheduled lessons.

Splat reserves the right to cancel a class due to low enrolments. If a class is cancelled, the bill payer will be entitled to a refund of the lessons not attended.

Payment

Full payment is required before the first lesson begins. Flexible payment options are available upon request at the complete discretion of Splat. Non-payment will result in your child being unable to participate.

Refunds and credits of term fees are not available once the term has begun and may be considered only in exceptional circumstances.

Free Trials

If your child is registered for a 'free trial lesson,' the first class is complimentary. However, to secure a place in the class, full term payment or payment for the remaining weeks is required. Failure to do so may result in your child losing their spot if the class reaches maximum capacity.

Lateness and Absences

You are required to inform your child's teacher via email or phone if your child will be absent from class.

If your child is late, we will contact you after 5 minutes and take necessary steps to contact the school and/or the authorities if your child does not arrive within 15 minutes.

Splat is not responsible for students before or after their agreed lesson time. If your child's class is after school, it is expected that the parent/guardian is there to collect their child as soon as the class finishes. Students are not to be left unattended by parents/caregivers prior to the start of the lesson.

Child Safety

You acknowledge that taking part in a Splat class comes with a certain level of risk. This means that Splat is not liable for any injury sustained or any loss or damage of personal property before, during or after a Splat lesson.

Additionally, you are required to inform Splat staff of any medical or behavioural conditions that your child has, prior to them taking part in the class.

Behaviour in Class

Inappropriate or disruptive behaviour will be addressed through discussion with the student and parent/guardian/s.

Splat reserves the right to dismiss a child from class if the child is exhibiting consistently disruptive or inappropriate behaviour and has not responded to remedial conversation. This will only occur as a last resort.

If you feel that you/your child is being unfairly treated, or is experiencing problems with other students please get in touch with Splat staff immediately so we can help to resolve the issue.

Enrolments

Enrolments are continuous; unless informed otherwise, your child will be automatically rebooked for the next term, and invoices will be sent accordingly.

To withdraw from any Splat class, a minimum of one week's notice before the start of the following term is mandatory. Failure to provide this notice will result in charges for lessons that fall within this notice period.

Observation of Classes

Parents/guardians are not able to observe Splat classes, unless this is agreed with the class tutor directly.

Communication

Parents/guardians must inform Splat immediately should their contact details change.

Feel free to contact us with any queries, suggestions, or updates regarding your child. We will communicate updates primarily via email, with urgent matters addressed via text or call. It is the responsibility of the parent/caregiver to keep up to date with correspondence via email and phone.

Splat runs on an open communication policy. If you have any concerns this must be taken up with Splat staff immediately so we can resolve any issues, these matters should not be left to escalate or raised with other parents and pupils.

Summary

Participation in a Splat class implies acceptance of the Terms & Conditions. Splat reserves the right to dismiss any pupil or parent/guardian for violating these terms, causing property damage, engaging in harassment, or severely disrupting classes.

Splat may amend these terms and conditions at its complete discretion. The student and the student's parent, caregiver or guardian agree to review these terms and conditions prior to the start of each term.