

BOOKING TERMS AND CONDITIONS



Book Online

All bookings to be made online at www.carclew.com.au

Enquiries

Phone 08 8267 5111. Please note that the enquiry line gets very busy so please leave a message and we will return your call.

Payment

All workshops must be paid for online at time of booking.

Health, Safety and Wellbeing

Carclew prioritises the health, safety and wellbeing of children. Please complete a Health, Safety and Wellbeing Declaration to inform Carclew if the workshop participant has a medical condition, any behavioural management needs, allergies, access needs or is subject to a court order. A Health, Safety and Wellbeing Declaration can be downloaded from carclew.com.au

Behavioural Expectations

It is Carclew's responsibility to provide and maintain a safe physical and emotional environment for all people in our care. Participants will be supervised throughout the day, including breaks. Carclew does not tolerate harassment, bullying and/or discrimination. We expect all participants, staff, tutors, artists and volunteers to:

- Behave with integrity, respect and accountability;
- Value diversity and treat all people fairly and equally; and
- Treat all people with courtesy and respect.

Failure to do this will result in exclusion from Carclew programs.

[Click here to view Carclew's policies.](#)

Arrivals and Departures

Parents/guardians must sign their child/children in and out of each workshop. Carclew must be informed if someone else is collecting your child/children. Alternative collection arrangements must be confirmed prior to sign out.

What to Bring

Please ensure your child/ren bring their lunch, drinks and snacks. Water will be available.

Late pickup

Parents/guardians will be charged \$5.00 every 5 minutes for late pick up without prior arrangement or notification (payable on collection of child/ren).

Photography and Filming Release

Participants may be photographed or filmed during the course of the workshops. These images may be used in whole or in part for, but not limited to, Explore Arts marketing and promotional materials. Images may be used on printed collateral or for electronic and online content eg social media, Carclew's website. The dignity and integrity of the individuals will be maintained at all times. Parents/guardians that do not wish their child to be photographed or filmed, please inform Carclew staff upon arrival for workshop check-in.

Police Clearance

All Carclew staff, artists, assistants and volunteers have a National Police Clearance for working with children or have signed a legal declaration stating they have had no criminal offences that would preclude them from working with children.

Choose Carefully – Refunds Incur Admin Fee

Cancellations made:

- more than two weeks from workshop date will result in a 25% administration fee of the workshop cost
- less than two weeks from workshop date will result in a 50% administration fee of the workshop cost.

Workshop Cancellations

At time of scheduling all workshop information is true and accurate. Every effort to ensure the integrity of this program is undertaken, Carclew cannot be held responsible for changes that may occur beyond our control. If a workshop is cancelled due to unforeseen circumstances we will offer your child an alternative available workshop or refund.

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