

CLASSES - LAKE HOUSE ARTS CENTRE GENERAL TERMS AND CONDITIONS

APPLIES TO ALL CLASSES – ON SITE OR ONLINE

All Terms and Conditions may be subject to change at the discretion of the Management. Any changes or updates will supersede previous Terms and Conditions.

- Enrolments will be handled on a first come, first served basis.
- Late enrolments are subject to availability and at the discretion of the Education Coordinator
- For a class to go ahead the minimum paid enrolments need to be reached.
- All Term classes are 9 weeks unless otherwise stated
- Students need to pay in full to be confirmed as enrolled at least two working weeks before the class starts.
- A full set of parent/caregiver details is required for each child.
- All classes offered on site may also offer enrolments for learning online through interactive zoom conferencing
 - If you wish to enrol in an onsite class but learn online contact education@lakehousearts.org.nz
 - Generally, classes have a group demonstration component with one-on-one tutor time after. E-learning students should expect to be able to participate in the group learning and have equal one-on-one interactive follow up from the tutor during the class.
 - E-learning students are expected to provide their own materials. Materials info is included in the class information.
 - All classes are recorded online and will be available exclusively to students for follow up if requested.
 - In the event of Pandemics / Lockdowns / Natural Disasters / Acts of God classes will be moved to online learning platforms at the Education Coordinators discretion.
 - ALL students are expected to be able to transfer from onsite to online learning. Lake House Staff can assist with this transition.
 - If a student is unable / unwilling to participate in online learning, class crediting will be offered at the discretion of the Education Coordinator
- All information is correct on going to press, however is subject to change.
- All prices include GST.
- All cancellations resulting in refund will incur a 10% admin fee.

REFUNDS AND TRANSFERS

- No refund given after the start of a class except in exceptional/extenuating circumstances (Pandemics / Lockdowns / Natural Disasters / Acts of God are not considered an exceptional / extenuating circumstances).
- Lake House reserves the right to cancel a class.
- In the event of Lake House cancelling a class, students will in the first instance receive a credit for a future class at the discretion of the Education Coordinator. If crediting is deemed unsuitable, in the second instance a refund minus a 10% admin fee will be issued by internet banking payment.

CASUAL WEEKLY CLASSES/REDUCED COURSE ENROLMENTS

- If you would like to attend a class as a casual student on a weekly basis, please get in touch with the education coordinator first.
- Discounted term prices do not apply when attending a weekly class on a casual basis.
- Casual rates will only apply if a class has reached the minimum enrolments necessary for it to go ahead AND if there is space in the class AND the tutor agrees to accept casuals.
- Class maximums will not be breached by casuals.
- Casual rates are fixed at \$35 per class, with the exception of clay classes being \$40.

MATERIALS FOR CLASSES

- Adults' classes bring their own art materials unless specified in the class description. Ask a staff member for the requirements.
- Materials are supplied for all Children's classes.

SHIFTING TO ONLINE CLASSES

- In the event that classes cannot continue physically on site for whatever reason, a tutor will deliver the class content to their students via the Zoom conference app and/or via emailed content. Emailed content can include, but is not limited to, still pictures, notes, video demonstrations, links and other resources.

BASIC ONLINE CLASS MATERIALS PACK

- Kids and Teens classes that use paint, clay and crafts will receive a basic online class materials pack at the beginning of the term for the sole use of class delivery via Zoom or emailed content. This pack should be stored as directed and not be opened or used unless the class shifts to online. If the pack is not used for the duration of the term, Lake House Arts will require the pack to be returned at the end of term.

EXCEPTIONS

- A few classes may not be able to transition to online. The Education Coordinator will contact the students directly to follow up with next steps.