

# CANCELLATION & REFUND POLICY

**(please ensure you read this carefully)**  
**This policy can also be found of our website.**

1.1 Class fees are set by Delaney Studios and are fixed per term. Full payment (100%) must be made to Delaney Studios at the commencement of term, payment plans are available upon request.

1.2 Fees are not transferable to another term and are non-refundable once the classes have commenced.

1.3 There will be no refunds given for absences from classes, unless under extraordinary circumstances.

1.4 If you are unable to attend class you must notify Delaney Studios prior to the start of the missed class. You will be offered a catch up class to be used within the current term. If you fail to notify Delaney Studios that you cannot attend class prior to the missed class you will not be offered a catch up class.

1.5 Payment or variances to the set fee cannot be negotiated with the teacher. Delaney Studios engages teachers on a contract basis and still has to rent the studio space regardless of student numbers, and there can be no reduction of fees for non-attendance or late starting/early finishing of an art class.

1.6 Should a class need to be cancelled due to insufficient student numbers, students will be notified and offered a catch up lesson.

1.7 Written requests for a partial refund due to exceptional circumstances (eg. prolonged serious illness or accident, with supporting documentation, eg. a Doctor's certificate), must be made to the office at Delaney Studios. Notification of withdrawal via a telephone call or conversation with the teacher does not constitute a written notification of withdrawal.

1.8 Delaney Studios reserves the right to alter any arrangements for classes either before or during the term, to cancel or terminate a class, or refuse any enrolment as permitted by law.

1.9 Agreement to these terms is a condition of enrolment.

Upon payment of term fees you agree to the terms and conditions of Delaney Studios