

Terms and Conditions

Updated: 31-12-2020

The terms and conditions below, apply to anyone who wishes to participate in a course or workshop facilitated by Nikki de Zwart.

1.Enrolment:

Enrolment in the course is confirmed once a full payment has been received. A confirmation will be sent by email.

2.Cancellation and refund:

2.1 How to make a cancellation:

Please notify us by email: ndezwart86@hotmail.com

2.2 Refunds:

Cancel up to 7 days prior to the start of the course / workshop and you will receive a full refund.

If you cancel 3-6 days before commencement, the refund will be 60%.

When you cancel 1-2 days prior the commencement date, it is unlikely that we can find another student on time to fill your spot. Therefore, there will be no refund, nor will there be a refund for anyone who cancels while the course is already in progress. If a student is enrolled in a term course and misses a class, there will be an opportunity to catch up in the 9th week of the course. There are no refunds for missed classes.

2.3 Cancellation of classes

Workshops and courses may be cancelled by the organisation when there are not enough participants. The minimum number of participants in a workshop is 5. When they are less than 5 participants, the workshop may be cancelled or rescheduled. The minimum number of participants in a course is 6. When there are less than 6 students, the course may be rescheduled or cancelled. Upon cancellation of a workshop or course by the organisation, a full refund of the enrolment fees will be made. If we decide to reschedule the course of workshop instead and this doesn't work for you, we will still pay you a full refund of the enrolment fees.

3.Student misbehaviour

We do our best to support all students by creating a positive environment where everyone feels safe and supported. Redirecting behaviour in the best possible way is part of working with children. However, there are limits and we cannot accommodate for students who require additional behavioural support, as this would take up too much time from the other students who also require guidance and support. This would also negatively affect the quality of the experience that we aim to provide for all our students. If you are not sure whether this course is suitable for your child, or your child has additional needs, please contact us prior to enrolment. Thank you!

4.Health and Safety

4.1 Pick-up time: Children are to be collected from class by a legal parent or guardian. If anyone else is to collect your child, please inform us in writing, by email: ndezwart86@hotmail.com or text message: 0481 859429

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4.2 Food: No nuts are to be taken into class, due to the increasing rate of people with nut allergies and anaphylaxis. Food is not provided by us and is not to be consumed in class. We do ask you to provide a water bottle for your child.

4.3 Health concerns and allergies:

We ask that you inform us about your child's health so that we can consider any risks involved. If your child feels unwell during class, we will call you and ask that you come and collect your child. Please always make sure to provide us with additional contact details in case of an emergency.

4.4 Medication:

We do not administer medication. Please make sure to administer any medication / treatment yourself before or after class. We do ask that you inform us if there are any health concerns and consider staying at home if you or your child is feeling unwell or carries anything that could be contagious.

4.5 Waiver / Disclaimer:

Participation in any of the classes/workshops/activities that we offer is at your own risk. We will of course take the necessary precautions to keep participants safe and aim to provide a positive creative experience for all our attendees. However, incidents can occur. By enrolling in one of our courses / workshops or other classes / activities, you accept that no responsibility for accidents or injuries or loss of damage to personal property rests with the supervisory staff or the organisation. By enrolling in a course or workshop you agree to waive and discharge us from any claims.

If you have any questions or concerns, please feel free to contact us.