



TERMS AND CONDITIONS

Please ensure that you have read and understood the relevant section of the Terms and Conditions.

We cannot be held responsible for any errors caused by failure to read or understand the Terms and Conditions in full.

As a customer of OPEN LINGO Australia, these Terms and Conditions form the basis of your agreement with OPEN LINGO Australia.

ENROLMENT POLICY

- REGISTER – Every student must register before participating: students who wish to enrol in OPEN LINGO Australia must register first before attending their first class.
- Fees for all classes need to be paid upfront and per school term. There are no charges for registering, no administration fees.
- Families unable to make payment within this time frame must make a payment plan arrangement with us in advance.
- Tuition fees are available on our website (www.openlanguages.au).
- Fees are neither refundable nor transferable between students or terms.

Make up classes are not provided but we offer to the student the opportunity to join us to any other language class held during the week at the same school. If a student is going to be away for extended periods of time (ie. 3 weeks or more) discounted term fees may be applied for. These arrangements must be made at the commencement of the term and discounts will be at our discretion.

- Payments can be made on our website www.openlanguages.au through our Booking page.

Reference – full name of the student (please identify student's name in the description of transaction)

Additionally, please inform OPEN LINGO Australia promptly in writing of all address changes (street or email) or student status during the term/year.

- Enrolments are valid until the end of each school year and MUST be updated and renewed yearly.

TERM FEE POLICIES

Fees for lessons are charged before the start of the term.

- If a student commences midterm, parents will get invoiced the remaining amount of classes.
- All Term fees must be paid via Booking Service on the OPEN LINGO Australia website (www.openlingo.au). In some occasions you will get invoiced directly.
- If you are unable to pay fees on time please contact us to arrange alternative payment options.

POLICIES & CANCELLATION

- Credit Vouchers are given only if we, OPEN LINGO Australia, have to cancel any of our scheduled lessons. If you miss a class due to a pre-booked holiday or long-term illness, OPEN LINGO Australia can offer a credit for the following school term but we need to be advised promptly.

POLICIES & COMMUNICATION

- It is the parents/guardians and students' responsibility to read relevant posted information by email on a weekly basis.
- OPEN LINGO Australia will communicate with you by phone and email.
- OPEN LINGO Australia will not provide your details to any other company, entity or organisation unless you have given consent, and all information will be kept secure by OPEN LINGO Australia in accordance with The Privacy Act.
- OPEN LINGO Australia need to be informed when any details previously stated on the Student Enrolment Form have changed, in particular contact details, health and allergy issues and emergency contact details. Strict privacy procedures will be followed when storing student personal information.

STANDARDS OF BEHAVIOUR

Members of the OPEN LINGO Australia community are expected to:

- use non-violent means to resolve any conflict.
- respect differences in individuals, their ideas and opinions
- treat each other with dignity and respect at all times, especially when there is a disagreement
- display proper care and regard for OPEN LINGO Australia's property, the property of the school, library and others.

Students are expected to behave appropriately and be cooperative at all times. They are expected to show respect to all teachers and fellow students. Warnings will be given for disruptive behaviour, and parents will be notified. Our objective is that every student feels valued and enjoys their language experience.

OPEN LINGO Australia reserves the right to remove any student who fails to comply with its rules and regulations or who engages in any activity contrary to the smooth conduct of its classes. In such an event, the school will be owed fees for the rest of the term.

BULLYING

All students, teachers and members of the OPEN LINGO Australia community have the right to feel safe, supported and valued at all times, free from fear of bullying behaviour, harassment and intimidation.

Every member shares the collective responsibility to:

- promote positive relationships that respect and accept individual differences and diversity within the whole OPEN LINGO Australia community
- create a supportive climate and to provide a safe, secure learning environment
- prevent or resolve incidents of bullying behaviour
- give appropriate support to all targeted students.

Bullying behaviour is usually shaped by three main factors:

- the deliberate intent to cause harm or distress
- the exploitation of an imbalance of power
- repetitive patterns of negative behaviour

Bullying behaviour may be:

- verbal, e.g. name calling, teasing, abuse, put-downs, sarcasm, insults, threats
- physical, e.g. hitting, punching, kicking, scratching, tripping, spitting
- social, e.g. ignoring, excluding, alienating, making inappropriate gestures
- psychological, e.g. spreading rumours, dirty looks, hiding or damaging possessions
- cyber bullying, e.g. malicious SMS and email messages, inappropriate use of camera phones

Bullying can occur in school, in transit between school and home or through cyber bullying outside school.

Bullying behaviour does not only have an impact on the person being bullied, it also has a damaging effect on the person doing the bullying and as well as those looking. It is not considered to be bullying if people of equal power have a different opinion.

SUPERVISION

- Parents with children under 10 years of age should supervise their children before/after class. We are only responsible for your children during our language classes and in some occasions agreed beforehand for the collection and drop off of children from the school ground/after school care.
- Students are expected to be collected from the classroom by their parents or carers after the classes held in the afternoon. If there is an unavoidable delay, OPEN Languages Australia should be advised promptly and students are expected to stay within the premises.
- If parents agree to students to make their way home by themselves (bike/walking), we need to get a written consent to do so.

INJURY/MEDICAL CONDITION POLICIES & PROCEDURE

- I (the Parent or Guardian) confirm that my child/ren is fit and well and not suffering from any condition, injury or illness that would be harmful to my child/ren or others whilst partaking in the program unless communicated differently on the Enrolment Form.
- All relevant and important health and management details have been included on the Student/s Enrolment Form.
- It is the student's responsibility to notify their teacher in the event of injury/medical condition, prior to class.
- In the enrolment form, please provide children's medical and allergy history and emergency contact.
- Basic first aid is available to every student. Due to government regulations we are unable to provide anyone with Panadol or equivalent medication.
- In the unlikely event of injury requiring treatment by a doctor, an ambulance will be called to the school. Any parent opposed to this should advise this on enrolment. Every effort will be made to contact the parent if this situation arises.

VIDEO/PHOTOGRAPHY

- Any recording or photography is for personal use only and not be for commercial sale.
- OPEN LINGO Australia is only uploading videos and pictures of individual faces on the internet, social networks and/or video/photo sharing sites if the parent has agreed to it previously on our enrolment form.

RELEASE/DISCLAIMER

OPEN LINGO Australia staff will treat students with reasonable care at all times. OPEN LINGO Australia and its staff will not be held responsible for accident or injury or loss of property to any student or their parent or guardian that may occur on the premises they are teaching in.

Enrolment in any class or private session constitutes agreement to a waiver of liability for injuries or illness contracted while participating at OPEN LINGO Australia. Parents/Guardians assume full responsibility for any and full damages, injuries or losses that he/she/the student may sustain or incur, if any, while attending, practicing, participating in, or witnessing any class or private session part of the OPEN LINGO Australia Program, or physical activity occurring in or about the premises OPEN LINGO Australia is operating in. Parents/Guardians assume full risk, waive all claims and release and hold OPEN LINGO Australia, its teachers, individually or otherwise harmless for any and all claims for injuries and damages.