StudioQ | Terms and Conditions 2018/19

Please read the Terms and Conditions below and contact The Joan if you have any questions before you book a course in StudioQ:

Email [ian.zammit@penrith.city](mailto:ian.zammit@penrith.city)

Phone 02 4723 7606 (Mon-Fri 9.00am-4.30pm)

In Person The Joan’s Box Office, 597 High Street, Penrith, NSW 2750 (Mon-Fri 9.00am-4.30pm)

**Commitment & Discontinuing**

StudioQ requires a commitment from all participants to participate for the full 8 weeks in a term.

New participants to StudioQ are required to commit for a minimum of two weeks. If after their second week a new participant wishes to discontinue, then a refund will be given equal to the value of remaining sessions in the term. New participants who discontinue after their third week may not be eligible for a refund.

Returning participants to StudioQ, once enrolled, are committed to attend to the course for the period of enrolment: returning participants who choose to discontinue are not entitled to refunds of payments.

**Payment & Enrolment**

Payment of fees must be made and a completed Enrolment Form for the year must be received before participants can attend course sessions.

**Missed/Cancelled Sessions**

Refunds for sessions missed by participants are not available.

**Trial Lessons**

StudioQ does not offer trial or casual lessons as our course structure does not suit a casual or drop-in style of attendance.

**Agreement**

By enrolling in a StudioQ course you:

* Authorize staff of Penrith Performing and Visual Arts Ltd. (PP&VA) to seek out emergency medical attention for your participant in the event of an emergency;
* Understand that StudioQ staff and tutors accept no responsibility for the supervision of participants outside official session times;
* Agree to indemnify PP&VA and it’s staff against any personal loss, injury or damage to property that may result from participating in the course or sessions;
* Consent to the photographing and/or recording of your participant during StudioQ sessions and related activities for the purposes of marketing StudioQ now and in the future.

**Access Ensemble courses – The role of Carers**

***Philosophy***: At studioQ, we believe that carers play an integral part in the experience of clients in the Access Ensemble. Our aim is to enable participants in our courses to express themselves creatively through acting, movement and music. To this end, we ask that carers attending our workshops facilitate their client’s full involvement by following the teaching artist's lead and participating in exercises and performances alongside their participants, and to communicate immediately with the teaching artist of any need (emergency or otherwise) to leave a workshop session with/without clients in their care, during the course of any StudioQ workshop.

***Facilitating the enjoyment of your clients***: We fully understand and appreciate that the range of abilities in our courses is broad, and occasionally the group may be instructed in an exercise which proves challenging for some participants. We ask that carers work with our teaching artists to help their client participate to the best of their ability. The nature of performance is such that there is no ‘right’ or ‘wrong’ way to go about a creative task, and our participants often discover new talents when they are prepared to go a little out of their comfort zone.

***Mobile phone use***: As a courtesy, and out of respect for our teaching artists and all Access Ensemble participants, we ask that mobile phones not be used during our workshops except on urgent business. We understand that carers need to be able to be contacted by their organisation and request that any such communications be made outside the workshop space to avoid disrupting sessions in progress. We reserve the right to ask carers to step outside if they make or answer non-urgent calls or otherwise use mobile phones during our workshops.

Joan Sutherland Performing Arts Centre

November 2018