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**SIGN WITH ME AUSTRALIA PTY LTD – TERMS AND CONDITIONS**

**1. COVID-19 Safety Plan**

You will need to sign a waiver at the beginning of the term that states the following:

* You have been fully vaccinated from Covid-19
* You and your child are not sick when you attend classes
* You have not travelled overseas in the last 14 days
* You have not been in direct contact with anyone who has Covid-19

If your circumstances change during the term you will let us know immediately.

You will wash your hands / use sanitizer (as provided) prior to class participation and as you leave the room. You will wait in the allocated waiting area with appropriate social distancing between you and other families before the class starts.

Our instruments will be handed to each child during the class by a staff member and once used you will assist your child to put them back into the allocated container, which will be cleaned and disinfected after each class.

Please note that we are not allowed to encourage you to socialise after classes due to social distancing rules so once the class ends we ask that you kindly refrain from socialising indoors.

**2. Booking Confirmation**

Booking is confirmed upon receipt of the Booking request form with selected payment option and accepted Terms and Conditions.

**3. Enrolment Charge**

We charge a one-off Enrolment fee of $10AUD which includes access to members only online class content and administration/ set-up fee. This will not be charged again for future term enrolment.

**4. Public Holidays**

Sign with Me does not run classes on Public Holidays, therefore if your class falls on a Public holiday, the fees will be adjusted accordingly, or an alternative make-up date will be provided by a teacher.

**5. Payment and Changes**

Full payment is to be paid on or before your first class. We offer a 10% discount to our families when payment is made in full and at least two weeks prior to the term commencement.

You can join a class at any time during the term and will be charged for remaining classes. You can move days and times if needed during the term, subject to availability, please send us your request in writing to [signwithmeau@gmail.com](mailto:signwithmeau@gmail.com).

**6. Make up Classes**

We understand that circumstances can change quickly with young children and we ask that you give us as much notice as possible if you cannot attend a class, to open the space to others who may need a makeup class.

We will be hosting online Zoom classes that will be made available twice a week to accommodate for changes in routine/ missed classes due to unforeseen circumstances to take the place of a missed face-to-face class. We do ask however, that you inform us at least 15 minutes prior to joining the Zoom session so we can confirm attendance.

To book a face-to-face makeup class please check our class timetable and email us on [signwithmeau@gmail.com](mailto:signwithmeau@gmail.com) to let us know what day and time you would like to attend instead. We will do our best to organise this for you. Please note that makeup classes are not guaranteed and are subject to availability.

**7. Changed of Cancelled Classes**

At Sign with me, we reserve the right to cancel classes, without refund, due to abnormal extremes of weather, road closures, emergency incidents or other exceptional circumstances beyond our control.

If we need to cancel class due to illness, injury or the unforeseen unavailability of a staff member, we will notify you as soon as possible via email and text message and advise you of any make-up classes we are offering. If a make-up class cannot be arranged, a credit will be placed on the parent account and be carried forward to a new term. Please note its the responsibility of the parent to ensure their contact details are current and kept up to date.

**8. Online Classes (Covid-19 lockdown)**

In the event of further unforeseen Covid-19 lockdown Sign with Me will be delivering classes online via video conferencing platform Zoom https://zoom.us. This platform is free to use and is compatible with iOS, Android and Windows operating systems.

**9. Punctuality**

Sign with Me will commence all classes on the time scheduled(unless in the case of an unforeseen event) to maintain each class runs efficiently throughout the day.

As we know babies and young children can have a short window for attention and delays in classes can disrupt this. We know that sometimes it is not possible to arrive on time and we understand this, we will do our best to explain any content missed at the end of the session if time permits. Recap videos and weekly signs will also be available online after each session.

**10. Photos and Videos**

No videos or photos will be permitted to be taken during any of our live classes or Zoom meetings due to copyright and the privacy of others within the class.

However, on occasion we will be hosting filmed or photographed classes to be used for advertisement, print media and promotional purposes.

A consent form will be issued for these events and attendance will be separate from the regular class terms to maintain the flow of term and no interruptions are present. (unless an entire class would like to participate in a class filming/photography session).

**11. Supervision**

You are responsible for your child at all times, while attending Sign with Me classes. Sign with Me, does not take any responsibility for any child left unattended. All children must be supervised at all times and not left unattended. **The Teacher cannot be left responsible for any child at any time.**

**12. Siblings**

Due to Covid19 restrictions we are unable to allow siblings to join due to limited numbers at this time, however if unexpected circumstances arise accommodations can be made. As they are not insured, children must be closely supervised at all times.

**13. Misconduct**

Sign with Me is a safe space and any inappropriate language or behaviour will not be tolerated. Should a supervising adult behave in any way that the Teacher believes is unreasonable, the Teacher has the right to ask that family or adult to leave the class immediately. No refund will be given.

**14. Sickness**

Please keep your children at home if they are unwell including, but not limited to if they:

* Have a fever or have had one in the last 24 – 48 hours
* Has vomited or experienced diarrhoea in the last 48 hours
* Exhibits symptoms of any possible communicable diseases such as:
  + Whooping Cough
  + Hand, Foot and Mouth Disease
  + Common Cold and Influenza
  + Head Lice
  + Conjunctivitis

If your child has attended a class and experienced any of the above symptoms or illness afterwards you MUST inform us immediately so we can take further methods to ensure the safety of others and inform each family accordingly.

**15. Liability / Safety Policy**

While Sign with Me takes all due care, you acknowledge that Sign with Me takes no responsibility for personal loss or injury sustained during Sign with Me classes. You remain responsible for the safety of yourself and your child/ren, relinquishing Sign with Me of any liability. You warrant that the child/ren in your care will not attend if they are unwell, including communicable, contagious or notifiable illnesses.

**16. Liability / Safety Policy**

We reserve the right to change these Terms and Conditions at any time.