



TERMS & CONDITIONS

Thank you for choosing Open Lingo Australia for your child's language education.

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 (OLA), these Terms and Conditions form the basis of your agreement with Open Lingo Australia.

TERM FEE POLICIES

- Full payment is required before the start of the term to secure a child's place in the program. All fees and charges listed are GST inclusive. Lesson fees must be paid via the Booking Service on the Open Lingo Australia website (www.openlingo.au). In some cases, you may receive a direct invoice.
- If you are unable to pay fees on time, please contact us to arrange alternative payment options. Enrolling a child commits the parent to pay for the full term, regardless of attendance. If payment has not been made by the start of the term, and the child attends any classes, parents will be invoiced for the full term amount to secure their child's place.
- Late Enrolments (Exceptional Cases Only): If a student commences after the term has started, parents will be invoiced for the remaining classes, subject to availability. Please note that enrolment after the term has begun is exceptional and availability cannot be guaranteed.

REFUNDS & CREDIT POLICIES

- Missed Classes: No refunds are offered for missed classes.
- Open Lingo Cancellations: Credit vouchers for the following school term will be issued if Open Lingo Australia cancels a scheduled lesson.
- Pre-Booked Holidays or Long-Term Illness: a credit for the following school term may be offered if the absence is 3 weeks or more and promptly communicated.
- No refunds or credit are given for casual absences or withdrawal from classes during the term.

LATE COLLECTION POLICY

We understand that unexpected delays can occur. However, to ensure a respectful and well-organised environment for all students and teachers, the following policy applies to late collections after class:

- **First 10 Minutes:** No charge for occasional delays, but parents are kindly requested to notify us if they are delayed. Repeated late pickups may incur fees and affect enrolment (see Note below).
- **After 10 Minutes:** A late collection fee of \$10 + GST (\$11 total) for every 10-minute period or part thereof will apply.
- **Maximum Wait Time:** Teachers will wait for a maximum of 30 minutes after the class ends. After this period, if no parent/carer has arrived and we have been unable to reach an emergency contact, local authorities may be notified as a duty of care.

Note: Continuous or repeated late pickups may result in the student's enrolment being reviewed.

POLICIES & COMMUNICATION

- It is the parents'/guardians' responsibility to read relevant information provided by email on a weekly basis.
- Open Lingo Australia will communicate with you by phone and email.
- We will not share your personal details with any other company, entity, or organisation without your consent. Information will be securely stored in accordance with The Privacy Act.
- Parents/guardians must inform Open Lingo Australia of any changes to details on the Student Enrolment Form, particularly contact details, health and allergy issues, and emergency contact information. 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.

Teachers:

- Provide engaging and structured classes.
- Treat all students with respect and care.

Parents/Guardians:

- Ensure children arrive on time and are ready to participate.
- Communicate promptly regarding absences or concerns.

Students are expected to:

- behave appropriately and be cooperative at all times.
- show respect to all teachers and fellow students.
- Follow class rules.
- Maintain a positive attitude toward learning.

Note: 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 cases, fees for the remainder of the term will not be refunded.

BULLYING POLICY

Open Lingo Australia has a zero-tolerance policy for bullying.

Bullying includes repeated verbal, social, or physical behaviour intended to harm.

Instances of bullying should be reported to Open Lingo Australia immediately.

Appropriate action will be taken to ensure a safe environment.

PHOTOGRAPHY & MEDIA POLICY

By enrolling, parents/guardians consent to Open Lingo Australia using photos or videos of classes for promotional purposes.

Please notify us in writing if you do not wish your child's image to be used.

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 Lingo Australia should be advised promptly and students are expected to stay within the premises (please refer to page 1 "Late Collection Policy" for more details).

- If parents agree to students to make their way home by themselves (bike/walking), we need to get a written consent to do so.



GST

All fees and charges mentioned in these Terms & Conditions are GST inclusive.

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.

RELEASE AND DISCLAIMER

Open Lingo Australia and its staff are committed to ensuring the safety and well-being of all students by exercising reasonable care during classes and activities. However, by enrolling in any class or private session, parents/guardians acknowledge and agree to the following terms:

- **Assumption of Risk:** Parents/guardians understand and accept that participation in classes, private sessions, or any physical activity conducted by Open Lingo Australia may involve inherent risks, including the potential for injury or property loss.
- **Waiver of Liability:** Open Lingo Australia, its staff, teachers, and representatives will not be held responsible for any injuries, illnesses, damages, or property loss sustained by students, parents, or guardians while on the premises or participating in activities conducted by Open Lingo Australia.
- **Indemnification:** Parents/guardians assume full responsibility for any damages, injuries, or losses incurred by themselves or their child(ren) and agree to release, indemnify, and hold harmless Open Lingo Australia, its staff, teachers, and representatives from any and all claims, liabilities, or legal actions arising from participation in any class, session, or activity.

By enrolling in Open Lingo Australia classes or private sessions, parents/guardians confirm their understanding and acceptance of this release and waiver of liability.