

School Holiday Program at STEM Zone - Terms & Conditions

At STEM Zone, our mission is to connect with the community and empower students and educators to foster their creativity and curiosity of the world around them. We value learning and offer every opportunity for young people to grow and extend themselves in a safe environment.

At STEM Zone we consider the health, safety, and wellbeing of young people to be our priority. We value inclusivity and strive to provide a safe and welcoming environment for all children. If you have any questions regarding the following information, please do not hesitate to contact the learning centre on 0448 003 966.

Bookings

- Bookings are made via the STEM Zone website
- Full payment is required at the time of booking online
- Personal details are collected via the online booking form. These details are used in line with our privacy policy for contacting attendees and check-in at the event. Contact details will be added to our mailing list, which you can unsubscribe from at any time.
- STEM Zone reserves the right to cancel a session due to unforeseen circumstances. All participants will be contacted as soon as possible, and if rescheduling is not possible then a refund will be offered.
- If the participant cancels the booking, then due to hire charges, wages, preparation and material costs, your ticket is non-refundable. You MAY transfer your ticket to another holiday program session or to another family. Please email hello@stemzone.com.au with any session or name changes should you wish to pass on your ticket.
- STEM Zone takes no responsibility should you fail to attend an event you have booked for any reason (including illness). No refunds or credits will apply in this instance.

Responsibilities

- Parents/Carers/Attendees will follow the STEM Zone parent code of conduct at all times
- Parents/Carers/Attendees will complete the online booking form with correct information including known allergies, medical conditions, social/emotional/wellbeing/psychological information (the latter only if relevant to the safe operation of the event).
- Please refrain from attending the session should you have a contagious illness, in the interest of public safety
- We reserve the right to ask you to leave a session should you display symptoms that may be contagious to others **DO NOT ATTEND IF YOU ARE COVID POSITIVE**
- Students will not be allowed to leave the premises unless accompanied by their guardian. Please come inside and pick up your child.

Food, Beverages & Personal equipment

- Due to potential food allergies, food contamination, and cleaning issues, outside food to be consumed during the break times in or between the sessions must be 'allergy aware' and **no nut/egg products are to be brought to the venue**. Children are responsible for cleaning up after themselves in relation to food & drink.
- Drinking water is available. Please bring a drink bottle with the child's name clearly labelled. STEM Zone is not responsible for lost drink bottles
- Please ensure you have packed a snack (& lunch if staying all day) as there is no food available for purchase.
- STEM Zone is not responsible for any lost or damaged personal equipment. We cannot guarantee any items will be found at the end of a session. Ensure you keep all of your personal belongings safe or leave them at home.

Waiver of Liability

Except as otherwise expressly required by law, STEM Zone does not accept any liability for personal injury, property damage or loss sustained by any participant as a result of his or her participation of the STEM Zone Program due to any cause whatsoever unless caused by the proven negligence of STEM Zone, its directors or employees.

Clients agree that STEM Zone retains the right to update the price or policies of all their services where they see fit.

Regular review

This policy will be reviewed every year and following significant incidents if they occur.

Date of last review: 07/01/2024

Date of next review: 07/01/2025