

Get Messy @ 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 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 centre on 0448 003 966.

Responsibilities

- Parents/Carers must accept FULL RESPONSIBILITY for the safety and close supervision of your child/children whilst attending the Get Messy class. Please DO NOT leave your child unattended at any time.
- All materials are prepared in the knowledge that they will be used under constant parent/carer supervision.
- All products used are non-toxic or taste-safe however they are NOT intended to be eaten (unless the activity involves eating!).
- Most programs DO NOT use any products containing nuts, soy, dairy or eggs in our activities. However, some products used do have allergy labels warning the product "may contain traces of" these allergens.
- Please advise us of any allergies at the time of booking or contact us to ensure our session is safe for your child.
- Some stations may contain 'wet' materials which could cause the floor around them to become slippery. Please be sure to WALK carefully between stations.
- The nature of the business is MESSY play- we encourage you dress your child and yourself in clothes that you do not mind getting messy, stained, or dirty. STEM Zone accepts no responsibility for clothes or belongings that are stained, marked, damaged, or left behind.
- We ask that you please refrain from attending your class should you or your child have a contagious illness. We reserve the right to ask you to leave a session should you display symptoms that may be contagious to others.
- Your STEM Zone teacher may take photos and videos during the event. These may be used on our website, social media pages and for advertising or promotional purposes. Please indicate your consent on arrival to the centre. We will however always ask verbally for permission before taking a photo during the session.

Bookings

- Bookings are made online via our website. Payment is required at the time of booking. Payment includes bank card surcharge (1.75% + \$0.30 fixed transaction fee).
- Bookings are for 50 minutes, including activities and time for clean-up.
- An SMS reminder will be sent 24 hours before your session if you choose that option when booking online.
- Suggested age groups are based on the activities. Most activities are suitable for children aged between 2 to 5 years.

Payment & Cancellations

- Full payment is required at the time of booking online.
- STEM Zone reserves the right to cancel a session due to unforeseen circumstances. All participants will be contacted as soon as possible, and a credit/gift voucher will be provided for use within the next 6 months or a refund will be offered.
- Due to hire charges, preparation and material costs, your ticket is non-refundable or non-changeable for any missed classes or events. You MAY transfer your ticket to someone else. Please email hello@stemzone.com.au with any name changes should you pass on your ticket.
- If you have purchased a package deal with a free session, and you have sessions left but cannot attend anymore, you can transfer the remaining sessions to someone else, *excluding* the free session. To do this you must email us with the **full name, phone number and email address** of the person you wish to transfer to. STEM Zone will contact them to make arrangements.
- 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.

Food & Beverages

Due to potential food allergies, food contamination, and cleaning issues, we don't allow outside food to be consumed during the Get Messy sessions (unless provided by STEM Zone). Drinking water is available. Please ensure your child has a snack before or after the session as there is no food available for purchase.

Medical & First Aid

The ultimate duty of care for the children is with the parents/carers. STEM Zone staff are responsible for the safe design and implementation of activities, but all behaviour management is the responsibility of the parents/carers.

We have years of experience conducting activities with children and you can trust that our activities are safe, and our risk assessments are sound. We make sure we highlight safety precautions to look out for while performing the activities with your child. We use materials and substances that are low risk.

Parents are to notify STEM Zone staff of any allergies or medical matters at the time of booking.

While STEM Zone prioritises child's safety, and is highly aware of allergic causes and symptoms, STEM Zone does not take responsibility if a child has an allergic reaction. Any child who has known anaphylactic reactions must bring with them their in-date EpiPen. We are allergy-aware and do not use nuts, soy, dairy or eggs in our activities, though some 'may contain traces of'.

Clients authorise STEM Zone staff, in the event of accident or illness, to obtain all necessary medical assistance and treatment for their child/children and agree to meet any expenses attached to such treatment. This includes an ambulance at their own expense, should it be required.

COVID-19

All users of our facility agree to follow any government restrictions that may be in place during the time of your booking and follow all staff directions. No person that is experiencing symptoms of COVID or has been directed to self-quarantine can attend the centre.

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: 03/01/2024

Date of next review: 03/01/2025