

THE VILLAGE WORKS TERMS OF SERVICE

REFUND POLICY

At The Village Works Creative Arts Workshop Program, we strive to provide our participants with a unique and enriching experience that fosters creativity and personal growth. Our workshops are carefully designed to inspire and empower individuals to explore their artistic potential and express themselves through various mediums.

To ensure the smooth operation of our workshops and maintain the quality of our services, we have implemented a strict "No Refund Policy." This policy applies to all workshop registrations and purchases made at The Village Works Creative Arts Workshop Program.

We understand that circumstances may change, and unexpected situations may arise that may prevent participants from attending the workshop they have registered for. However, due to the nature of our workshops and the limited number of available spots, we are unable to accommodate requests for returns or refunds.

There are several reasons behind our "No Refund Policy." Firstly, when a participant registers for a workshop, we reserve a spot exclusively for them, which means we may have turned away other interested individuals. Therefore, allowing returns or refunds would be unfair to those who were unable to secure a spot due to limited availability.

Secondly, our workshops require extensive planning, coordination, and preparation to ensure a high-quality experience for all participants. We invest significant time, effort, and resources into organizing the workshop, securing the necessary art supplies, and arranging the logistics. By implementing a "No Refund Policy," we can maintain the sustainability of our operations and continue to offer exceptional workshops in the future.

We understand that unforeseen circumstances such as illness or emergencies may occur, making it impossible for participants to attend. In such cases, we encourage participants to inform us as soon as possible. While we are unable to offer refunds, we may be able to provide alternative options, such as transferring the registration to a future workshop, depending on availability and the specific circumstances.

We believe that our "No Refund Policy" helps us maintain the integrity of our workshop offerings and ensures fairness to all participants. We kindly ask all individuals interested in attending our workshops to carefully consider their availability and commitment before making a registration. We also encourage everyone to reach out to us with any questions or concerns they may have before finalising their registration.

At The Village Works, we are dedicated to providing an exceptional artistic experience that inspires and empowers individuals. We appreciate your understanding and support of our "No Refund Policy" as we continue to foster creativity and passion within our artistic community.

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Absenteeism

Fees are non-refundable, unless negotiated for an extended illness, and there are no transfers, refunds or make up sessions if you miss a class or if your personal circumstances change.

By booking a ticket to a workshop, you grant permission for your child to use tools and equipment under the guidance of The Village Works and you agree to release and hold harmless all employees and/or volunteers of The Village Works of all claims and liability related to any accident that may arise as a result of your child's participation in our after school / school holidays program.

Picking Up Your Child

It is imperative that a parent/carer pick up the child at the designated workshop finish time. If the parent/carer are running late they must contact via phone or email the workshop coordinator to notify them.

PRIVACY POLICY

At The Village Works, we are committed to protecting the privacy and personal information of our participants. This Privacy Policy outlines how we collect, use, and safeguard the information you provide to us when participating in our workshops.

Information Collection:

We may collect personal information such as your name, email address, phone number, and any additional details required for workshop registration and communication. This information is provided voluntarily by you when you register for our workshops or communicate with us through our website or other channels.

Use of Information:

The personal information we collect is used solely for the purposes of workshop registration, communication, and to enhance your experience with The Village Works Creative Arts Workshop Program. We may use your contact information to send workshop updates, important notifications, and relevant information about upcoming events or promotions.

Data Security:

We take reasonable measures to protect the security and confidentiality of the information you provide to us. We implement appropriate physical, electronic, and managerial procedures to safeguard and secure your personal data from unauthorized access, disclosure, alteration, or destruction.

Third-Party Disclosure:

We do not sell, trade, or transfer your personal information to third parties without your explicit consent. However, we may share your information with trusted service providers who assist us in operating our workshops or conducting our business activities, as long as they agree to keep the information confidential.

Legal Compliance:

We may disclose your personal information if required to do so by law or if we believe that such action is necessary to comply with legal obligations, protect our rights, or ensure the safety of our participants or the public.

External Links:

Our website or communications may contain links to external websites or resources. Please note that we are not responsible for the privacy practices or the content of these third-party websites. We encourage you to review their respective privacy policies before providing any personal information.

Consent:

By participating in The Village Works Creative Arts Workshop Program and providing us with your personal information, you consent to the collection, use, and disclosure of that information as described in this Privacy Policy.

Updates to the Privacy Policy:

We reserve the right to update or modify this Privacy Policy at any time without prior notice. Any changes will be posted on our website, and the revised Privacy Policy will be effective immediately upon posting.

If you have any questions or concerns about our Privacy Policy or the protection of your personal information, please contact us through the provided channels. We appreciate your trust in The Village Works Creative Arts Workshop Program and are committed to ensuring the privacy and security of your information.