

PLAYGROUP & Under 5’s PROGRAMS

**TERMS & CONDITIONS**

Bookings & Enrolments

* Registration Form and Fees are due at time of booking. We cannot confirm your place in the program until a Registration Form has been completed and fees are paid fully. In the case of financial hardship, please contact us at [communityprograms@craigfc.org.au](mailto:communityprograms@craigfc.org.au)
* Program commencement is subject to sufficient enrolment numbers. If a program is cancelled due to insufficient numbers, all fees including booking fees will be fully refunded directly into your bank account.

Attendance

* We do not offer make-up classes for missed sessions. Your place will be held for you for the duration of the program, you are free to attend as many sessions as possible.
* Please do not enter the Centre if you or your child are unwell or present with cold or flu symptoms such as fever, shortness of breath, coughing, sore throat or runny nose.

Conduct

* Children always remain the responsibility of their parent/carer during playgroup.
* Photography and filming are not to permitted during playgroup. Please refrain from taking any photographs or videos of your child in playgroup areas (indoors and outdoors). If you have given permission for photography, facilitators and staff may take photographs from time to time with a CFC device – these images will be shared with the group and stored safely in line with CFC child safety policies.
* Please adhere to the age restrictions for each program. In the interest of child safety and teaching feasibility, school age children are strictly not permitted in playgroups (the exception being make-up classes scheduled across school holidays, in which case we ask that you advise us in writing). If you have a school-aged child who is unable to attend school for any reason, you are required to make other arrangements.
* Please adhere to the rules provided by staff and group facilitators.
* Please be respectful of and towards all staff and community members.

Cancellations

* If you wish to cancel your booking, please notify the centre via email at least seven days before the start date. Cancellations with less than seven days’ notice will not be eligible for a refund. For extenuating circumstances only, a written request for a refund for late cancellations can be made to [communityprograms@craigfc.org.au](mailto:communityprograms@craigfc.org.au)
* Annual Membership fees are non-refundable.
* Where the centre is required to cancel a class due to the unavailability of a facilitator (e.g. illness or bereavement), we will add a make-up class to the end of the term, scheduled for the same time. Where this is not possible, we will refund the cost of the class to your bank account at the end of the term and advise you in writing.

Participation & Feedback

We believe that play is a fundamental right for all children of all backgrounds and abilities. We believe that everyone should feel they can join in and belong to community playgroups.

If you or your child have any additional needs or require any assistance to help participate in our playgroups, please feel free to call our centre on or email us at [communityprograms@craigfc.org.au](mailto:communityprograms@craigfc.org.au) .

We aim to support and empower all families in our community by providing a safe place to share and belong to. Your feedback is always welcome.