

## **INTELLECTUAL PROPERTY NOTICE**

The logos, graphics, scripts, pictures, design, and layout ("Contents") of this entire website are the exclusive property of Champions' Academy Pty Ltd. The Contents contained on this website shall not be reproduced, copied, attached, or linked to or from, any other website or any other print or electronic medium without the expressed written consent from Champions' Academy Pty Ltd © 2024. All rights reserved.

## **INFORMATION PRIVACY**

Champions' Academy takes your information and privacy very seriously. Champions' Academy is bound by the National Privacy Principles stipulated in the Commonwealth Privacy Act. Champions' Academy may, from time to time, review and update this Privacy Policy to take account of new laws, changes to Champions' Academy operations and practices and to make sure it remains appropriate to the changing Academy environment.

## **PRIVACY POLICY**

Champions' Academy is bound by the Privacy Act 1988 and will protect your personal information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, hold and disclose your personal information. Protecting your privacy and the confidentiality of your personal information is fundamental to the way Champions' Academy does business.

We advise that much of the information that you may have provided or may be asked to provide to Champions' Academy is 'personal information' as defined by the Privacy Act. Champions' Academy collects and holds personal information such as the student's name, gender, date of birth, school details, school year, address, and the parents/guardians' details such as their names and contact details. We typically collect and hold such information by requesting students to fill out an Admissions Form, which is completed by the student's parent or guardian (applied only for our minor students aged under 18 years old). We may store your information in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. We take reasonable steps to maintain the security of your information and to protect it from unauthorised disclosures. Collection of your personal information is required for the purpose of administering, monitoring, and improving the student's performance as well as the performance of Champions' Academy.

In accordance with the Australian Privacy Principles, your personal information may only be disclosed to your parent/guardian (if you are a minor), and as may be required or authorised by or under an Australian law or a court/tribunal order.

We may use your personal information to keep you informed of upcoming events and/or to offer you our products or services that we believe may interest you. If you do not want to receive such communications from us, please contact us. If you have any query or complaint regarding our approach to compliance with the Australian Privacy Principles and/or wish to access or correct your personal information held by Champions' Academy, please contact our Privacy Officer on 03 9813 3612.

## **ENROLMENT POLICY**

- Minimum age of enrolment is 5.
- A student's registration and enrolment to our program will serve as a binding agreement to follow the program to completion and to pay the full fees. Enrolments are deemed to accept the terms and conditions and the agreement to abide by them.

## **PAYMENT**

- Payment of all tuition fees payable via Debit/Credit Card, PayPal, Bank Transfer or Cash. All card payments will incur a 2% surcharge. Bank Transfer and Cash payments incur no surcharge.
- Payment of all tuition fees must be settled before a tax receipt invoice can be issued.
- All fees are due to Champions' Academy and must strictly be paid in full, prior to the commencement of any classes. Students attending without payment may be excluded while payment is settled.
- Champions' Academy promotes small class sizes with a soft maximum of 6 students. We reserve the ability to increase this soft maximum as per the class and project requirements.
- In addition to the tuition fees, some classes will have an additional cost for materials or consumables. These costs are detailed for each class.
- In the event that the fees are not paid by the due date, Champions' Academy has the right to charge a 5% late fee, added to the cost of late payment, per week until paid in full.
- All prices are inclusive of GST.

## **REFUND & CANCELLATION POLICY**

- Any notice of cancellation must be made with a minimum of 24 hours of notice before the commencement of class. Cancellations within the 24-hour notice period will result in a loss of the tuition fee for that class.
- Fees are non-refundable in the case of abandonment of a program. Champions' Academy does not permit the transfer of credit from one student to another unless approved by the Lead Academic Officer or under special circumstances.
- The tuition fee is not refundable in part or in full under any circumstances unless otherwise agreed by Champions' Academy.
- Tuition fees are non-refundable, except in the case that Champions' Academy is not able to offer you a place in a class or program. Enrolment fees will only be refunded if the student has never enrolled in any Champions' Academy's program.
- If a student is dismissed for poor attendance or misconduct, no refund will be given.

## **GENERAL**

- Students are encouraged to arrive at their class at least 5 minutes before the commencement of class.
- It is the student/parents' responsibility to keep Champions' Academy informed of any personal information changes, in particular, of any changes to emergency telephone numbers, contact names, mailing address and change of email address.
- Students at Champions' Academy all study together and it is a requirement of the Academy that students are considerate of one another and all educators and staff. Any student whose behaviour causes inconvenience, offence or distress to others or Champions' Academy staff

will be excluded from classes. Persistent offenders will have their program cancelled. No refund of the program fees will be made in these circumstances.

### **ATTENDANCE AND CLASSES POLICY**

- If notice of cancellation is given with a minimum of 24 hours of notice before the commencement of class, replacement classes are allowed at a rate of 1 class (1.5 hours) per term at no extra cost. There will be no additional makeup classes or refunds for missed classes. Our preferred notification method is email: [admissions@championsacademy.com.au](mailto:admissions@championsacademy.com.au)
- All make-up classes are scheduled during the immediate proceeding school holiday period.
- 'Catch-up', or 'make-up' classes will only be available at Champions' Academy and are subject to availability.
- Absence from a class can be for any reason.
- Change of class or time is strictly subject to availability. Although every effort is made to place students in a class and at the time of their choice, students can only move if there is a space in the class and if the student is at the right level for the class.
- Champions' Academy reserves the right to cancel, move or merge any classes where there is insufficient demand or any other justifiable reason to do so. Where cancelled classes are at the initiation of Champions' Academy (e.g., in the case of an educator falling ill) will offer an alternative class of the same value or class credits.
- There are a minimum number of 5 students required for a program to proceed. Champions' Academy reserves the right to cancel a program if there are fewer than 5 enrolments in one class.
- Complaints about Champions' Academy programs or services should be made immediately or within a week after the program has finished.
- No 'catch-up' classes will be provided for an un-notified absence.
- Cancellation of one-to-one classes (private tuition) must be done at least one day before the lesson. Failure to notify the Academy in time results in the loss of that lesson's tuition fee and no refund or additional lesson will be allowed.
- Champions' Academy reserves the right to amend these Terms and Conditions.

### **CHAMPIONS ACADEMY RULES**

- Smoking is not permitted anywhere in the building.
- Food is not allowed to be eaten in the classroom.
- Mobile phones must be switched off during classes.
- Please keep your voice down in the waiting area because it might interrupt our classes.
- English is encouraged to be spoken in the classroom.
- Tolerance of other beliefs and cultures is always expected, and any form of prejudice or bullying will result in immediate dismissal.

### **LIABILITY**

- Students are advised that Champions' Academy, its employees, and its representatives

accept no liability for personal injury and/or loss of damage to personal property on the premises, whether by fire, burglary, theft or otherwise. This condition also applies to public and private places when students are on Champions' Academy trips or excursions.

- Students may from time to time be photographed, the photographs of which may be used in the Champions' Academy's promotional/publicity material. Champions' Academy will obtain permission and parents' consent from the student before taking photographs and the student has the right not to be photographed. Champions' Academy reserves the right to all photographs and the use of these photographs in promotional material where permission has been granted for their use. The copyright to all photographs shall belong to Champions' Academy.
- It is the policy of Champions' Academy not to divulge any personal details of students to a third party, other than to the appropriate authorities, without the students and parent's prior consent.
- In all cases the decision of the Chief Academic Officer of Champions' Academy will be final and binding.
- Please note that younger children are to be always supervised by a parent or adult in charge before and after classes.

#### **PARENTS AGREEMENT OF ATTENDANCE AT ALL CHAMPIONS ACADEMY PROGRAMS**

- I approve of my child's involvement in Champions' Academy program, Holiday Program, hereafter referred to as the "Service", and have read all Champions' Academy terms and conditions.
- I give permission for my children to participate in activities organised for the days my child will be attending.
- I authorise staff, in the event of an accident or illness, to obtain all necessary medical assistance and treatment for my child and agree to cover any expenses attached to such treatment.
- I acknowledge that my child will not attend the programs if suffering from an infectious or communicable disease as identified by the Department of Health.
- Except as otherwise expressly required by law, Champions' Academy does not accept any liability for personal injury, property damage or loss sustained by any participants as a result of his or her participation in the Service due to any cause whatsoever unless caused by the proven negligence of Champions' Academy.
- I authorise staff to apply sunscreen to my child in the event that activities are taking place outdoors.
- I understand that if my child continuously demonstrates inappropriate behaviour after guidance procedures have been followed, I will be notified and my child may be removed or suspended for a period to be determined or excluded permanently from the Service.
- All fees must be paid in advance by Champions' Academy transaction methods for students to begin the program.
- I understand that Champions' Academy may charge a 5% late payment fee on Overdue Account Fees for each week that my account remains overdue.
- No refunds will be provided once a program has commenced. Program duration is generally defined as a Semester (2 School terms per Semester).
- All cancellation requests must be provided by phone, in writing or in person. A refund request

must be approved by a Champions' Academy representative.

- In the event of Champions' Academy cancelling a program, the classes paid be refunded in full.
- I agree to pay for all of the days my child is successfully enrolled in a program, regardless of whether my child actually attends. See our "attendance and classes policy" for absences.