

INTER FLOW LANGUAGES



TERMS AND CONDITIONS

Please ensure that you have read and understood the relevant section of the Terms and Conditions. We cannot be held responsible for any errors caused by failure to read or understand the Terms and Conditions in full. As a customer of Inter Flow Languages, these Terms and Conditions form the basis of your agreement with Inter Flow Languages.

STANDARDS OF BEHAVIOUR

- Members of the Inter Flow Language community are expected to use non-violent means to resolve any conflict.
- respecting differences in individuals, their ideas and opinions
- treating each other with dignity and respect at all times, especially when there is a disagreement
- displaying proper care and regard for Inter Flow Languages' property, the property of the school/library and others

Schools with a whole school approach to well-being and behaviour are more likely to achieve:

- improved student and staff well-being
- improved student attendance and engagement at school
- reduced incidents of behavior of concern, anxiety, depression and bullying
- increased teacher to student teaching time
- improved consistency of teaching and learning practices
- improved student academic achievement and success in later life.

BULLYING

All students, teachers and members of the Inter Flow Languages community have the right to feel safe, supported and valued at all times, free from fear of bullying behaviour, harassment and intimidation. Every member shares the collective responsibility:

- to promote positive relationships that respect and accept individual differences and diversity within the whole Inter Flow Languages community
- to create a supportive climate and to provide a safe, secure learning environment
- to prevent or resolve incidents of bullying behaviour
- to give appropriate support to all targeted students.

Bullying behaviour is usually shaped by three main factors:

- the deliberate intent to cause harm or distress
- the exploitation of an imbalance of power
- repetitive patterns of negative behaviour

Bullying Behaviour May Be:

- verbal, e.g. name calling, teasing, abuse, put-downs, sarcasm, insults, threats
 - physical, e.g. hitting, punching, kicking, scratching, tripping, spitting
 - social, e.g. ignoring, excluding, alienating, making inappropriate gestures
 - psychological, e.g. spreading rumours, dirty looks, hiding or damaging possessions
 - cyber bullying, e.g. malicious SMS and email messages, inappropriate use of camera phones whenever it occurs
- Bullying can occur in school, in transit between school and home or through cyber bullying outside school.
- Bullying behaviour does not only have an impact on the person being bullied, it also has a damaging effect on the person doing the bullying and as well as those looking. It is not considered to be bullying if people of equal power have a different opinion.

ENROLMENT POLICY

- Students who wish to enrol in Inter Flow Languages must register first before attending their first class. The booking form is available on our website
- REGISTER – Every student must register before participating
- There are no charges for registering. Fees for all classes need to be paid upfront or per school term.
- Fees are payable upon enrolment and at the beginning or in the middle of each term. There are no Administration/copyright fees.
- Families unable to make payment within this time frame must make a payment plan arrangement with the Principals immediately.
- A late fee of \$25 applies to all accounts due after 21 days.
- All fees are inclusive of GST. Information about tuition fees are available on our website (www.interflowlanguages.com).
- Fees are neither refundable nor transferable between students or terms.
- If a student is going to be away for extended periods of time (ie. 4 weeks or more) discounted terms fees may be applied for. These arrangements must be made at the commencement of term and discounts will be at the discretion of the Principal.
- Payments can be made by direct debit to following account:

Inter Flow Languages BSB: 923-100 Acc: 337-264-44

Reference – full name of the student (Please identify student's name in the description of transaction)

- Additionally, please inform the Office Manager in writing of all address changes (street or email) or student status during the term.
- The school reserves the right to remove any student who fails to comply with its rules and regulations or who engages in any activity contrary to the engulment of its objectives. In such an event, the school will be owed fees for the rest of the term.

TERM FEE POLICIES

- Fees for lessons are charged before the start of the term. If a student commences midterm, parents will get invoiced the remaining amount of classes.
- All Term fees must be paid via the Booking form on the Inter Flow Languages Website (www.interflowlanguages.com), in some occasions you will get invoiced.
- If you are unable to pay fees please contact us to arrange alternative payment options.

POLICIES & CANCELLATION

- If you miss a class due to holiday or long-term illness Inter Flow Languages can offer a credit for the following term if we are advised promptly
- Enrolments are valid until the end of each school year and **MUST** be updated and renewed yearly.
- Fees are neither refundable nor transferable between students or terms.

POLICIES & COMMUNICATION

- It is the parents' and students' responsibility to read relevant posted information by email on a weekly basis
- Inter Flow Languages will communicate with you by phone and email
- Inter Flow Languages will not provide your details to any other company, entity or organisation unless you have given consent, and all information will be kept secure by Inter Flow Languages in accordance with The Privacy Act.

INJURY/MEDICAL CONDITION POLICIES & PROCEDURE

- It is the student's responsibility to notify their teacher in the event of injury/medical condition, prior to class.
- In the enrolment form, please provide **children's medical and allergy history and emergency contact**.
- Basic first aid is available to every student. Due to government regulations we are unable to provide anyone with Panadol or equivalent medication.
- In the unlikely event of injury requiring treatment by a doctor, an ambulance will be called to the school. Any parent opposed to this should advise this on enrolment. Every effort will be made to contact the parent if this situation arises.

VIDEO/PHOTOGRAPHY

- Prior to photographing and/ or videoing any class please seek permission from the teachers and the other family members in the class.
- Any recording or photography is for personal use only and not be for commercial sale.
- Any recording or photography used by Inter Flow Languages won't show individual or recognisable children's faces uploaded on the internet, social networks and/or video/photo sharing sites. If you as a parent disagree, please tick the box on the enrolment form regarding pictures/videos

STUDENT

- Students are expected to behave appropriately and be cooperative at all times. They are expected to show respect to all teachers and fellow students. Warnings will be given for disruptive behaviour, and parents will be notified. Our objective is that every student feels valued and enjoys their language experience.

SUPERVISION

- Parents with children under 10 years of age should supervise their children before/after class. We are only responsible for your children during our language classes and in some occasions for the collection and drop off of children from the school ground/after school care.
- Students are expected to be collected from the classroom by their parents when a class has finished. If there is an unavoidable delay, students are expected to stay within the premises.
- If parents agree to students to make their way home by themselves (bike/walking) we need to get a written consent to do so.

RELEASE/DISCLAIMER

Enrolment in any class or private session constitutes agreement to a waiver of liability for injuries or illness contracted while participating at Inter Flow Language classes: CLIENTS ASSUME FULL RESPONSIBILITY FOR ANY AND ALL DAMAGES, INJURIES (INCLUDING DEATH) OR LOSSES THAT HE/SHE MAY SUSTAIN OR INCUR, IF ANY, WHILE ATTENDING, PRACTICING, PARTICIPATING IN, OR WITNESSING ANY CLASS OR PRIVATE SESSION PART OF THE Inter Flow Languages PROGRAM , OR PHYSICAL ACTIVITY OCCURRING IN OR ABOUT Inter Flow Languages PREMISES. CLIENTS ASSUME FULL RISK, WAIVE ALL CLAIMS AND RELEASE AND HOLD Inter Flow Languages, ITS TEACHERS, INDIVIDUALLY OR OTHERWISE HARMLESS FOR ANY AND ALL CLAIMS FOR INJURIES OR DAMAGES.

In consideration of (CLIENTS') participation in and the use of Inter Flow Languages' facilities, he/she hereby releases and covenants not to sue Inter Flow Languages, its owners, directors, offices, employees, representatives, agents, trustees and lessees from any and all present claims resulting from ordinary negligence and inherent risk of use of facilities and equipment of Inter Flow Languages including, but not limited to, any loss, injury, damage or liability sustained by him/her while on or about the premises of Inter Flow Languages.