



Art & Alchemy Gallery & Studio

Terms, Conditions & Expectations

Art & Alchemy Gallery & Studio (A&A) seeks to act fairly and openly with all its participants. This policy puts down in clear and simple wording the terms and conditions under which classes are offered at A&A and what we can expect from each other when we are working together.

Please look through it as there is important information included, such as fees, missed class policy, parking, and access.

What A&A will do:

- Work to create a welcoming and inclusive space for students to facilitate creative exploration and expression.
- Provide art-based activities, information, tuition and events on various creative topics described in each course outline.
- Communicate clearly, openly and respectfully in interactions with people.
- Provide accurate information in a timely manner.
- Maintain participants privacy and data security.
- Operate safely respecting best practice health and safety procedures.
- Most classes and workshops will have a list of required materials listed when you book your place and it is best if materials can be purchased prior to starting. However, enough materials may be able to be provided in the first 2 classes as you learn about the medium and materials if you have not fully purchased all items yet. Materials will most likely be available to purchase separately through A&A.
- Offer existing participants first refusal for future term bookings

What we ask as participants:

- Play their part in creating a welcoming and inclusive space for staff, volunteers, fellow participants and members of the public when attending A&A.
- Communicate clearly, openly and respectfully in their interactions with others

- Maintain their own understanding and record of attendance at courses and communicate promptly to resolve any issues.
- Pay fees as required.
- Respect others by not attending classes and events if you are unwell.
- Complete paper and electronic forms required (ask us for help if you need).
- Comply with health and safety requirements and procedures,
- Students are to provide all materials following the first 2 classes.
- Leave your painting space clean for the next student.

Fees & Missed Classes

Fees

- Classes and workshops cover a specific number of weeks, and full fees are payable at the commencement of the Term, unless the option is offered for part payment over set dates (as detailed online).
- For ongoing classes, existing students are offered first refusal for the coming term. If students have not committed to the following term in the period offered, the place will be forfeited, and the vacancy will be offered to other students.

If you miss a class

- There are **NO REFUNDS, or make ups** for missed classes - a purchase of a class/ course/retreat comes with the expectation that you understand the dates and times and are available to attend all the dates.
- Your Term Fee Payment guarantees you an ongoing place in the class and is the fair exchange for the agreement that A&A has entered with you to provide tuition for the Term.
- Because we know that unavoidable circumstances can sometimes lead to you missing multiple classes, consideration *may be* given, such as credit or potential refund for limited circumstances where students have missed multiple classes of a course beyond their control (e.g. serious illness). Early notification of inability to attend due to serious circumstances allows us to advertise the vacancy and ensure that we are not unnecessarily disadvantaged by your circumstances.
- *Students may* be given the opportunity to make up missed classes if more than one class is missed **if it is possible**. This is not guaranteed and will depend on if there is a suitable make-up opportunity available. This is determined on a case by case basis and will depend on available options.
- **A single missed class/retreat will not be considered for refund or credit.**

If single sessions are cancelled within a course

- If unavoidable circumstances lead to us not being able to offer a class during a course (e.g. if it were unsafe to access the venue e.g. Code Red, legislated closure, power outage, or instructor absence) and the class can be made up (preferably) within the term, it will be done so. If it cannot, a credit to the following term, or a refund, or other suitable alternative may be offered.

If a class/workshop/retreat is cancelled

Classes and workshops are subject to a minimum number of students, so if this cannot be met, then we cannot run the class. Participants who have enrolled in a class or workshop that does not go ahead will be offered the choice of a refund or to switch their booking to another class.

Internet use

- Sometimes it is useful to do internet searches while in class. While there is internet that students can use here, please know it is not always reliable, especially in the studio space. If you know you have something to look up, it is recommended that you do this prior to class whenever you can.

Leaving Artworks in the Studio

- Artworks **cannot** be left at the studio between classes. We have extremely limited space and cannot be responsible for artworks left here given there are a lot of people who move through the spaces.
- Minor exceptions may be arranged prior to the class starting by the teacher (e.g. paper that can be easily stored, or clay that requires firing) and this will be communicated to the relevant students.

Safety at A&A

At A&A we will endeavour to do everything we can to prevent harm and to facilitate a safe environment, however we do work with a mix of materials and equipment as part of our classes and workshops and in some instances food may be included as part of the class/workshop.

Accessibility

We hope to develop an environment where individuals are able to inform us of any support they need.

There is a relatively flat entry into the gallery space (however it does include cobbled stones) from the Ridge Road side and there is a short ramp into the studio room at the back.

We recognise that our facilities are quite old and unfortunately not all facilities are able to support all disability needs.

For example, there is a toilet, but it is not highly accessible as it is quite narrow.

The access to the studio spaces are limited to 76cm & 73cm wide doorways.

Emergency Contacts

We ask all participants (or their guardian) to fill out an emergency contact form. This form primarily requests an emergency contact name and number and to include any relevant details regarding any medical issues. As responsible adults, and/or children who have a responsible adult complete this form on their behalf, we expect that everyone will monitor any known medical conditions and that any relevant information will be passed onto us (for example, any allergies to food if food is part of the event, or allergies to materials or substances etc.). We do not expect you to share any medical information that is not relevant to the situation,

or to share in any detail beyond what you are comfortable with.

Parking

There are two main parking areas near our facility. One is the car park of the lookout area off Mount Dandenong Tourist Road and the other is on Ridge Road.

Both require crossing a major road and navigating a major intersection to get to our building.

Children need to be supervised for this crossing by their guardian but everyone needs to take care when crossing.

During weekends especially, it can get quite busy, so please allow time for parking prior to your class.

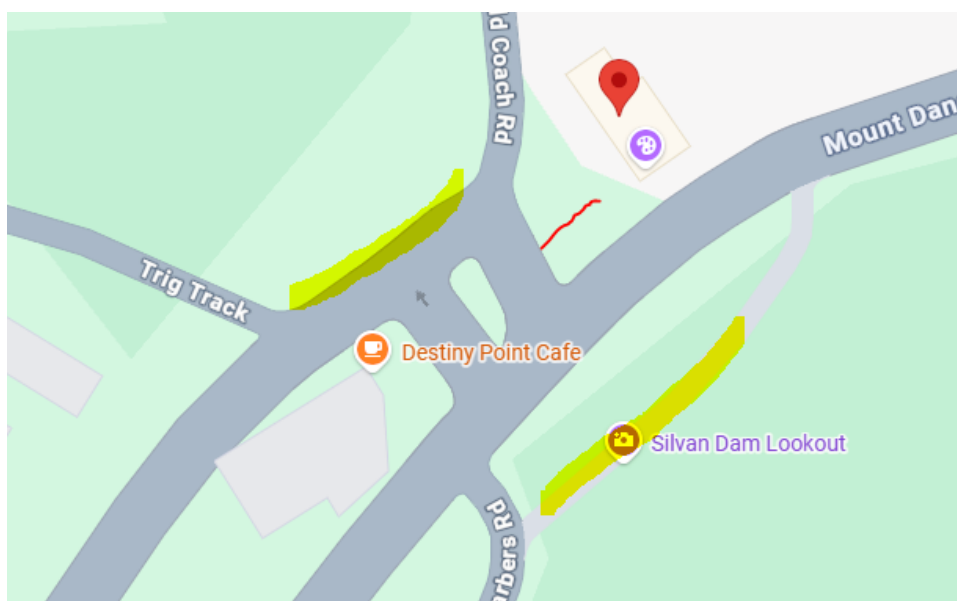
Disability Parking

The area directly in front of the gallery is a NO PARKING ZONE so **please do NOT park directly in front of the gallery. This is a no parking area, the sign is just very old and difficult to read.**

If parking on the Ridge Road side directly in front of the gallery, **please only park there if you require disability access. And even if parking there, please do NOT park directly across the accessible entrance path as this makes it very difficult for anyone else who needs to use a flatter entrance way.** Many people cross the intersection from the Cafe and use this entrance. Please park so there is space to easily move between or around cars to the entrance.

This should only ever be used by those who require disability parking (even though this is unfortunately not designated by council as such).

The yellow highlighted areas below represent the car parks.



Fundamental Expectations of Art Classes

- Be ready to start on time (aim for approximately 10mins early?!)
- Be packed up & ready to leave by the end time of the session.
- Come ready to make art & be creative!
 - Socialising is great but be mindful that everyone has different ideas about what that might mean- the main task is creating & making not chatting- head over to the cage afterwards if you would like to do that!
- Respect other's space
 - keep track of where your own materials are,
 - always ask before borrowing,
 - don't assume others will always have enough to share (art materials can be expensive).
- Be mindful of the unique expectations of each class/ session
 - follow the lead and expectations of each teacher & session - there may be other things to this list that the teacher outlines.
 - don't assume all sessions will be run in exactly the same way.
- Clean up after yourself- this is a shared space.
- Be very aware of where you put items around you.
 - Don't bring anything unnecessary with you as we have limited space. Please make sure to store items under the table and out of the way so nobody trips over them.
- Ask if you're not sure.
- Let the teacher or staff know if something seems off or wrong or out of place, or if there are low materials.
- Most of all- have fun, explore your creativity & encourage others to do the same!!!