

Cancellation and Refund Policy

Our policies wish to recognize the different needs of both parties of the registration/enrolment process. We are aware that unexpected events can happen in life and plans need to be changed, and at the same time, cancellations involve a variety of practical, administrative and financial issues on our end.

We are a small training school and small community who rely on each other to collectively show up to make the learning environment financially viable and poetically rich for the teachers and students. In co-creating a fair and professional training ground we nourish the poetic field in the short and long term.

Deposit Policy

All 5 day intensive tuition fees, per course, contain a NON-REFUNDABLE deposit of \$250.00

The deposit signifies an intention and confirmation to do the course and secures your place in the group. Once paid, the deposit will not be refunded. The deposits allow the workshop's viability to go ahead and withdrawals often jeopardize things - especially if the course is running at minimum numbers. If a course falls below minimum numbers it may be cancelled, which affects the work/financial/art life of the teacher and fellow students.

The deposit must be paid within 5 days of being accepted into the course. If not received within 5 days your spot will be forfeited.

Cancellations, Withdrawals & Refund Scenarios

All cancellations/withdrawals must be communicated via email to ktwiner@gmail.com

In all cancellations scenarios your deposit will not be refunded and you will be charged a cancellation fee.

- Cancellations more than 1 week prior to workshop starting: The course director will retain your deposit and you will be refunded the remaining. A cancellation fee of \$50.00 will apply.
- Cancellations in the 7 days leading up to the workshop starting: You will be refunded 50% of the total fee. A cancellation fee of \$50.00 will apply.
- Cancellations 48 hours prior to workshop starting: You will not be refunded anything.

Other Scenarios

- If the participant commences training and decides to leave for any reason prior to the completion of the training the entire fee will be forfeited.
- In the event of a “no show” with no written cancellation/withdrawal communicated the student will forfeit their entire fee.
- If a participant begins a workshop and then needs to exit the course due to extreme and unforeseen events of force majeure their deposit will be kept. Any further refund will be negotiated between teacher and student.
- If a participant decides to enter into patterns of participation that are destructive against oneself, the group or the teachers, and they refuse to take responsibility for it within the context and purpose of the workshop the teachers can ask a student to leave the workshop. Destructive patterns include physical, emotional, psychological or interpersonal events. In this case a pro rata amount, based on the time worked/not worked will be refunded.

Extreme Events

In the case of unpredictable events that cause the teacher/producer to cancel for reasons of force majeure (eg. natural disasters, political or social upheaval, unexpected acts of human or Gods or Goddesses) a full refund will be given.

If a training is interrupted due to events of force majeure a pro rata amount will be refunded based on the time worked/not worked.

Administration Fees

If email and phone communications with a participant go beyond 6 contact points you will be charged an extra administration fee. This is being put into place to respect the administrator's time. Administration will be charged at \$15 per extra email or phone call made. Please note that the administrator works sporadic hours and cannot be expected to respond instantaneously.

If you have any questions on this please contact Kimberley Twiner. Thank you for understanding and your commitment to maintaining a professional training environment.

Kimberley Twiner

Melbourne Physical Theatre School