

## **Holiday Workshops -FAQ's**

You might find the answer to your own questions below. If not, please send an email [lepscreativeworkshops@gmail.com](mailto:lepscreativeworkshops@gmail.com)

### **How do I make a booking?**

Bookings can be made through [www.trybooking.com](http://www.trybooking.com)

### **What types of payments you accept?**

We accept credit card payments online through [www.trybooking.com](http://www.trybooking.com)

### **How are workshop places allocated?**

Bookings are taken on a first in first served basis.

### **What time do the workshops start and finish each day?**

Full day workshops are from 9.30am - 3.30pm. Half day workshops are from 9.00am – 12.00pm.

### **What is the perfect age for my child to attend Holiday Workshops?**

Our workshops are suitable for school age children over the age of five and some workshops have specific age requirements. Please choose carefully as we are not able to offer refunds in the workshop is not suitable.

### **Where do I drop off and pick my child up from?**

Children can be dropped off and picked up from the Library.

### **How does my child get to and from holiday workshops classes?**

Parents are responsible for getting children to and from Holiday Workshops.

### **What happens if I need to cancel my workshop?**

Please choose carefully as fees are non -refundable. Transfers are permitted for an alternative workshop free of charge if five days' notice is given before the workshop starts and provided that workshop you are transferring to is not full.

### **Once I have booked, can I guarantee the workshop is going to go ahead?**

Workshops require a minimum number of enrolments to proceed. You will receive a full refund and be contacted if a workshop is cancelled.

### **Is food provided for the children?**

Please note that food is not provided. We ask parents to pack their child's lunch, snacks and bring a bottle of water.

**What should I pack in my child's bag?**

Please make sure your child wears covered shoes, has sunscreen on when they arrive and brings a hat! We ask parents to pack their child's lunch, snacks and bring a bottle of water. Please see the Holiday Workshops Guide for any specific workshop requirements.

**Does my child need to bring their own laptop/ iPad to the technology classes?**

No, either laptops will be provided or classes will be held in the connected classroom and the school's computers will be used.

**Do I need to sign in and sign out my child from Holiday Workshops?**

Yes! A sign in / out list will be available at the registration area in the library. All children must be signed in before commencing the workshop and signed out at the end of the day by a parent or appointed carer.

**Do outdoor workshops run in the event of wet weather?**

Classes are on rain, hail or shine! Alternative activities will be arranged for workshops that are usually held outdoors.

**What conduct is expected by my child before, during and after a workshop?**

The Care & Respect Code of Behaviour applies to Holiday Workshops participants. Any abusive behaviour by either parents or participants will result in the participant's exclusion for the remainder of the workshop, with all monies paid being forfeited.

**What should I do, if I cannot pick up my child at the last minute due to unforeseen circumstances, such as illness or an accident?**

Please phone your tutor and notify them as soon as possible. We suggest that you make alternative arrangements for your child to be collected and signed out by a friend's parent, family member or carer. If parents/carers are unable to collect a child due to an emergency, late fees will not apply.

**What happens if I am running late?**

If you are running late, please organise a friend's parent, family member or carer to collect your child. If this is not possible, please notify your tutor as soon as possible. A late fee of \$25 is payable for children not collected within fifteen minutes of the conclusion of the workshop.

If a child is not collected within a reasonable period of the workshop ending, the parent/carers will be contacted. If the tutor is unable to contact anyone on the child's contact list, they will wait up to 30 minutes from the end of class. If they are still unable to contact someone regarding the child, the police will be contacted to ensure the welfare of the child.

**Do you offer child minding services before and after workshops?**

There is no responsibility taken for children before or after the workshops. There are no child minding facilities available and children must be collected promptly after the conclusion of the workshop. A late fee of \$25 is payable for children not collected by 4.15pm. This is to cover the cost of the teacher who will be supervising the child until they are collected.

If a child is not collected within a reasonable period of the workshop ending, the parent/carer will be contacted. If the tutor is unable to contact anyone on the child's contact list, they will wait up to 30 minutes from the end of class. If they are still unable to contact someone regarding the child, the police will be contacted to ensure the welfare of the child.

**How many children are in a workshop?**

Most workshops have between 8-20 children.

**Do the children go outside during the day?**

Yes, where possible we incorporate learning activities to get the children outside and in the playground. Morning tea, lunch and afternoon tea are taken outside (weather permitting).

**How do I contact Holiday Workshops?**

If you have any questions or comments, please contact us and we will be happy to help you. Please email [creativeworkshops@lepsondc.asn.au](mailto:creativeworkshops@lepsondc.asn.au) or in case of emergency phone Kate Jegat – Creative Workshops Manager on 0406 657 766 on the day of the workshop.