



## **Adult Classes Terms & Conditions**

### **1. Eligibility**

Unless otherwise stated, students must be over 18 years of age to enrol.

### **2. How to Enrol**

Enrolments can be made online through our website, in person or over the phone. To enrol over the phone, please call 9922 2299. Office hours are Monday to Friday from 10:00 am to 6:00 pm.

### **3. Payment of the Course Fee**

All enrolments must be made and paid in advance. Your enrolment is not complete and you are not entitled to attend a class until you have paid the fee. You may pay by EFTPOS, Credit Card (Visa or Master Card) or cheque payable to North Sydney Community Centre Inc. A limited number of concessions (10%) are available for full time students or pension cardholders. Evidence of your eligibility must be produced when you enrol. Not all classes offer a concession rate.

### **4. Confirmation of Payment**

A confirmation email with the payment receipt and our Refund & Transfer Policy will be sent to your email address. If you do not receive this email, please contact the Centre to confirm your enrolment.

### **5. Credit Cards**

All payments for North Sydney Community Centre's online enrolment system are made through ANZ's eGate system. Payments are processed directly via the ANZ secure payment gateway. No credit card information is entered, processed or stored on our website, nor is the information transmitted between our website and ANZ eGate personally identifiable.

#### **North Sydney Community Centre**

220 Miller St, North Sydney NSW 2060

(02) 9922 2299

[info@northsydneycentre.com.au](mailto:info@northsydneycentre.com.au)

[www.northsydneycentre.com.au](http://www.northsydneycentre.com.au)

## **6. Changes & Cancellation to Courses**

North Sydney Community Centre reserves the right to offer or withdraw any course, alter the times or the dates for the whole or part of the course and offer a course with a different tutor should the advertised tutor become unavailable. If any of these course changes become necessary you will be advised of the alternative arrangements or details.

All courses require minimum numbers to go ahead. We leave the decision to cancel a course until approx. 48 hours prior to the course commencement date in order to maximise the chances of reaching the numbers.

You will be notified by email or phone if a course has been cancelled. Please ensure you provide a valid email address and contact details when you enrol. In the case of a course cancellation your course fee will be refunded in full or a credit note will be provided and must be used within 12 months. Credit notes cannot be redeemed for cash.

A reminder is not always sent before classes begin; therefore, students should not rely on them. It is up to the student to organise their availability for the start date of the class.

## **7. Materials**

Please confirm course is proceeding before purchasing any requested materials.

## **8. Exercise Disclaimer**

The North Sydney Community Centre is not liable for any injury sustained during or as a result of any exercise or other class. We recommend you consult with your healthcare professional before choosing to participate in any class or make any lifestyle changes based on advice received from our tutors. By choosing to attend classes at the North Sydney Community Centre you acknowledge that you do so at your own risk.

## **9. Refund & Transfer Policy**

Fees are charged on a full-term basis. Refunds, credit notes or pro-rata fees for missed classes due to personal circumstances are not available.

A refund of fees may be available in the following circumstances:

- You have overpaid the course fee.
- You enrolled in a course that has been cancelled.
- You withdraw from a course and formally advise the office at least five (5) working days before the course commencement date.

A \$20 administration fee will apply to process your refund. We do not accept responsibility for changes to your personal circumstances or work commitments, which may occur after you have enrolled.

You may choose to transfer to another course providing there is a space available. Transfers do not incur an administration fee. We are unable to offer make-up classes.

## **10. Privacy Policy**

The collection, storage, use and disclosure of any personal information you provide is protected under the Privacy and Personal Information Protection Act 1998. Information collected by North Sydney Community Centre during a student's enrolment and attendance will be used for the purposes of general student administration, identification, communication and internal surveys. Student information will be held securely and disposed of securely when no longer needed. Personal details are not released to unauthorised persons or organisations.

## **11. Email Marketing**

The Centre may send information via email to students and past students for the purpose of marketing. Students may at any time request that all such marketing cease. All requests will be promptly complied with. To unsubscribe from the e-newsletter click on the unsubscribe link, or advise the office.

## **12. Secondary Marketing**

North Sydney Community Centre does not allow for the use of student information for any secondary marketing not related to the Centre and will not pass on details under any circumstances.

## **13. Pack Up**

All students enrolling in on-site classes are required to assist the tutor with post-class pack-up of equipment/materials used during class.

## **14. Equipment**

While we encourage students to bring their own exercise equipment, when possible, NSCC provides some equipment as needed. Availability varies by program, so please call NSCC to confirm what's available. Plan ahead and bring your own equipment when feasible. For questions, contact the Centre.