

# Creativity Hood — Membership Terms & Conditions

Effective date: 1 January 2026

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By enrolling in a membership at Creativity Hood, you agree to the following terms and conditions.

## 1. Membership & Enrolment

Membership at Creativity Hood is an ongoing, subscription-based enrolment. When you join, your child (or you) is enrolled into a class at a set timeslot, and that enrolment continues automatically until it is cancelled in line with these terms. It is not a term-by-term or session-by-session booking.

## 2. Fees & Payment

Membership fees are charged [weekly/fortnightly/monthly] in advance via [payment method]. By enrolling, you authorise these recurring payments to continue until your membership is cancelled in accordance with Section 4.

## 3. Program Schedule & School Holidays

Our program runs continuously across the year. **Classes run at the same timeslots throughout the school holidays** — the regular schedule does not pause for school holiday periods, and membership fees continue as normal during this time. Any exceptions (such as public holidays or studio closures) will be communicated in advance.

## 4. Cancellation of Membership

We require **four (4) weeks' written notice** to cancel a membership.

- Notice must be provided in writing to [email address].
- Your membership and associated fees will continue for the full four-week notice period, **regardless of when within your billing cycle the notice is given.**
- The four-week notice period begins on the date we receive your written notice, not the date of your next payment.
- You remain welcome to attend all classes during the notice period, as your membership is active and paid until it ends.

In short: once you give notice, four more weeks of membership are payable before the cancellation takes effect, no matter when that notice is given.

## 5. Pausing a Membership

If you wish to pause rather than cancel your membership, please contact us at [email address] to discuss available options.

## **6. Missed Classes**

As membership is a continuous subscription, fees are not reduced or refunded for classes missed due to illness, holidays, or other personal circumstances. [Add make-up class policy here if you offer one.]

## **7. Changes to These Terms**

Creativity Hood may update these terms from time to time. We will notify members of any significant changes with reasonable notice.

## **8. Contact**

For any questions about your membership, cancellations, or these terms, please contact us at [email address] or [phone number].

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These terms are provided for general information and do not constitute legal advice. We recommend having them reviewed by a qualified professional before publishing.