

## FREQUENTLY ASKED QUESTIONS

### How many children are in a class?

Preschool classes have a maximum of 6 children.

Primary aged classes have a maximum of 12 children.

Holiday art classes have a maximum of 12 children, if there are additional children, an assistant is hired.

### Where are we located?

Level 1/6 Prentice Lane, Willoughby, 2068, situated off Willoughby Road, there is START art school signage on the building.

### Is there parking nearby?

There is 2hr free parking at 2 Borlaise Street car park, alternatively there is 1hour free street parking on Willoughby Road, French Road and Borlaise Street, all a few mins walk from our front door.

### Dropping & collecting children

We have video intercom release lock entry to the premises; all new students need to be signed in on arrival.

Children will only be released to their parents/carers unless otherwise arranged.

### Do the teachers have a WWCC

Yes, all teachers who work with us have a valid NSW Working with Children Check and have been made aware of our Child Safety Code of Conduct. WWCC numbers are available on our website under TUTORS.

### Are there any discounts on fees?

#### Term Students - only

- 10% discount for a second child enrolled in the same term class.
- \$8.50 discount, on each holiday class booked – term student are given a discount code that must be processed when booking into holiday classes – this discount cannot be processed retrospectively & must not be handed out to anyone not enrolled in our term program.

#### Holiday Students - only

- We do not offer sibling discounts to children booking into school holiday programs.
- If you book a child into more than 6 holiday classes within one holiday period, you will receive a voucher for a complementary holiday class, this complementary class needs to be taken during the same holiday period or the immediately following holiday program. After that the voucher expires.

### Does START ART SCHOOL offer a trial class for term students?

We offer a trial period to all new term students; trial classes are made up of 2 lessons over 2 weeks (3hrs)

This allow children to complete one of our art modules & get a feel of what we offer prior to committing to an 8-week term.

Trial classes are invoiced at the price of 2 lessons, after the trial period parents have 24hrs to confirm if their child intends to remain for the term.

### If classes are full can my child go on a waiting list?

Yes, we hold a waiting list, you can request the days you are interested in and we contact you when places become available, we offer places in order of applications received.

### Are all art materials included in the cost of the class?

Yes, all art materials are provided and included in the cost of the class.

### Can Children take their artwork home?

Yes, all art created by the children belongs to the child and can be taken home.

### Can I stay with my child?

Parents stay for all preschool art classes. It is 'drop and go' for all primary aged classes.

Term enrolled student only - on request permission maybe granted for a parent to remain for 15mins of the first attending lesson of a 5.5-year-old child. Requests for this option must be directed to and approved by Vivienne du Toit.

## HOLIDAY CLASS – information

### How do I book holiday classes?

All bookings are to be done online via our website.

### Do I have to book consecutive days or a full day during the holiday program?

No, you can pick & mix the classes you want to book into.

### Can my preschooler attend a holiday art class?

Holiday art classes are ONLY for primary school children. Aged 6+ and attending Year 1 primary school or 6 months prior to starting Year 1 Primary school. **NO PRESCHOOLERS** are accepted.

We offer term art classes for school attending Kindergarten children, from 5.5years old.

We offer pre-school art classes in morning time slots during our school term program, see our website for details.

### What time do holiday classes run?

9.30am -12.30am &1.30pm – 4.30pm – weekdays during the school holidays.

### If I book a morning & afternoon holiday class on a single day will children be supervised at lunchtime?

Yes. 1hour lunchtime supervision is provided for children remaining for a full day. This is free of charge. Please pack lunch. Weather & schedule permitting we sometimes take children to Sanders Park on Julian Street, which is a few mins walk from the START ART SCHOOL premises, you will be asked to approve this excursion.