

## FREQUENTLY ASKED QUESTIONS

### **Is START ART SCHOOL registered as a Services NSW Creative Kids Provider?**

Yes, START ART SCHOOL is registered as a Creative Kids Provider.

We accept valid Creative Kids Vouchers, Conditions apply.

All bookings using a Creative Kids Voucher need to be done via phone or email, online bookings are not available using Creative Kids Vouchers.

### **How many children are in a class?**

Preschool classes have a maximum of 5 children.

Primary aged classes have a maximum of 10 children, at times there may be an extra child doing a "catch up" class.

Holiday art classes have a maximum of 10 children.

### **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 1 hour 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.

### **Are there any discounts on fees?**

#### **Term Students**

- 10% discount for a second child enrolled in the same term class.
- \$5 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.

#### **Holiday Students**

- We do not offer any discounts to children booking into school holiday programs.

### **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-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, unless you are using a Creative Kids Voucher then please phone book.

### **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 attending primary school children. NO PRESCHOOLERS are accepted.

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. 1 hour 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.