

Dear Families,

We would like to take this opportunity to address some concerns regarding the Children's School of Contemporary Art's response to COVID-19 along with our cancellation and refund policy which will be in place from 13th May 2020 through to 18th of September 2020.

Safety Measures Implemented in Response to COVID-19

The Children's School of Contemporary Art takes your family's safety very seriously. In accordance to the Australian Government Department of Health we have put in place certain hygiene practices to reduce the chance of exposure and spread of the COVID-19 virus, these measures include the sterilisation of materials and equipment between classes, 4sqm social distancing work space between students and hand washing before the start of class. As per government recommendation we ask any student who feels unwell or displays cold and flu symptoms to please stay home. Any student who arrives to the school with cold and flu symptoms will be immediately quarantined and sent home.

Our Refund Policy in Response to COVID-19

Our refund policy applies to all school holiday workshops and term enrolments from 13th May 2020 through to 18th of September 2020. In the event of forced closure, the Children's School of Contemporary Art will refund in-full all school holiday workshops and remaining term classes we are unable to deliver due to government recommendation. Refunds will be issued the day of cancellation via our electronic payment system – Paypal. Refunds will take between 3-5 business days to return to the account from which the payment was made.

Parent Pick-up and Drop Off in Response to COVID-19

To maintain government social distancing recommendations we ask parents/guardians to drop-off and collect students at the classroom door. Parents are asked to please remain outside the classroom during government social distancing recommendations. Under these recommendations, our parent waiting room will no longer be available for use during this time, we apologise for the inconvenience this may cause you.

In Summary

It is our absolute priority is to maintain a safe and happy learning environment for our students and our teachers, we hope to continue delivering high-quality creative experiences for as long as possible and appreciate your support during these difficult times.

Warm regards,

The CSoCA Team