



TERMS AND CONDITIONS

I understand that whilst every care is given to ensure the safety and wellbeing of the participants at All Abilities Group Pty Ltd, accidents do happen. I accept that All Abilities Group Pty Ltd takes no responsibility for any harm or injuries that may occur during programs, rehearsals or performances. I understand that refunds are not given for programs missed by the student.

I understand that if my payments are in arrears by more than two weeks, I will not be able to attend program. I understand that if my payments are not up to date from the previous term, my enrolment will be paused until payments are finalised.

PHOTO/VIDEO RELEASE WAIVER

I acknowledge and consent for All Abilities Group Pty Ltd to use:

Photos and/or videos of my child/myself in publications (such as flyers/brochures), advertisements (such as newspapers or online ads), our company's website, or on social media sites (including but not limited to, Facebook, Instagram, TikTok). I understand that in some cases, my child and/or my first name may be used. I further understand no financial compensation will be for use of these photos/videos.

COMPLAINTS/FEEDBACK/SUGGESTIONS POLICY

All Abilities values compliments, suggestions and feedback and supports the right of individuals to raise any problems, concerns or complaints that they may have regarding All Abilities facilities, services, personnel, policies, procedures or practices.

Compliments and complaints and other forms of feedback provide All Abilities with valuable information on client satisfaction and an opportunity to improve upon all aspects of its service. Feedback is taken seriously by All Abilities and seen as an opportunity for improvement.

All Abilities is committed to continuous improvement and to promptly coordinating a fair and consistent approach to resolution for all forms of feedback. All Abilities is proactive with all forms of feedback, especially complaints to minimise any further escalation.

To view our full policy, please refer to our [Member Protection Policy](#).