

Please read our terms and conditions, and privacy policy carefully. By purchasing a product from our store, booking into a sensory playgroup session, or booking a private hire play session, you are agreeing to our terms and conditions.

Last updated 16/02/23.

I, us, we used throughout our policies refer to Sensory Garden Playgroup, ABN: 90458627683.

Variations to our T&C, services provided or goods sold

We hold the right to vary our T&C, services provided or goods sold at any time at our discretion. When a variation has been made, it is made with the health and safety of participants in mind, or the financial sustainability of our small business. Variation updates will be advertised on our social media accounts OR sent directly to all booked-in services, or processing orders of goods.

MESSY PLAY SESSIONS - Address: 13 Honour Ave, Lawson NSW 2783.

Our Term weekly sessions are held at the outdoor playground at Lawson Anglican Church. Entrance is through Honour Avenue or Benang Street. Street Parking is available on both sides.

We run an outdoor program. We do not cancel in light rain or on and off rain showers. We embrace the natural world as part of our program. Rain play is a fantastic way to incorporate more nature into our play. Please always dress for the weather.

In the event that we need to cancel due to heavy rain and unsafe weather conditions, I will be in contact with you to reschedule your session spot. If you are not comfortable playing in rain and have given us more than 24 hrs notice, you are able to make up for your missed session at another session during term. We do not offer refunds in the event of rain.

POP UP SESSIONS - ADHOC basis

We will continue running private and public pop up sessions on a ADHOC basis. We do not cancel in light rain or on and off rain showers. Please always dress for the weather. We do not offer rescheduling because of rain for our pop up sessions. In the event that we need to cancel due to heavy rain and unsafe weather conditions, I will be in contact with you to reschedule your session spot.

Health and safety

When attending our service you understand and accept to remain responsible for the supervision and care of your children at all times. If you become concerned about the safety of any of our elements during our sessions, please cease involvement immediately and discuss this with me as soon as possible.

We cannot guarantee an allergen-free environment. If your child has allergies, please contact us directly to discuss the suitability of sessions and/or products. During all of our sessions and products that can be purchased, we offer a range of food-based and artificial resources to engage in play with. Although food-based resources are generally known as 'taste safe', it is meant for play and not consumption.

During our sessions and products for purchase, we use small loose parts and breakables as part of our play philosophy. Children need to remain under the supervision of parents and carers at all times, and engagement in a product stopped if it poses a risk to your child. We do not take responsibility for this, and health and safety remain the responsibility of parents and carers at all times. Because our session is mixed ages, our areas will be easily adjustable for younger ages, and older ages.

Embracing the natural world is a key element for our group. Rain play is a fantastic way to incorporate more nature into our play. We will continue running our sessions outdoors during wet weather as long as it remains safe.

Cancellation Policy

We do not offer rescheduling or credit for change of mind on any of our services or products. If a product is defective, notify us in writing with photos of defection. If Sensory Garden Playgroup needs to cancel a session, I will be in contact to reschedule your session. We do not offer case-by-case cancellation arrangements in order to be consistent and fair across the board.

Casual bookings

By purchasing a casual spot in one of our sessions, you agree to our cancellation policy.

We do not offer refunds. We do not offer rescheduling or credits for change of mind. Because we prepare our resources within 24 hrs of a session, we, therefore, cannot offer rescheduling or credit for cancellations including sickness and emergencies within 24 hours of the session.

Session Packages

By purchasing one of our session packages, you agree to our cancellation policy. We do not offer refunds for change of mind.

If you need to miss a session for an appointment or other reason, you can cancel your session through the Member Portal. Because we prepare our resources within 24 hrs of a session, we, therefore, cannot offer a refund, rescheduling or credit for any cancellations including sickness and emergencies within 24 hours of the session, unless we are able to fill your spot off our cancellation list. If we are able to fill your spot, we will let you know and offer to reschedule or another alternative.

Personal Information and Privacy Policy

Payment transactions are made through Stripe for sessions and products. Stripes Privacy Policy is [found here](#).

We collect personal information naturally as part of the service we provide, and the goods that we sell. Information is shared and connected either in person or online. This policy sets out what we collect, what we do with what we collect, and the measures are taken to protect your personal information in accordance with the Australian Privacy Principles, and Privacy Act 1988.

We may collect personal information like names, ages, addresses and contact details as part of the services we provide. We collect this information in order to provide our services to you, and it is only used in relation to the service we provide for you. We do not disclose your personal information to overseas companies. We only provide your information to third parties within Australia and under Australian law when necessary and reasonable to do so, and when directly related to the function of our small business and the services we provide to you. For example, IT or bookkeeping services.

Information may be used for marketing purposes with your consent, including names, and sharing of posts on social media accounts and media.

At all times you have the right to access and correct information provided unless sharing of this is impeded by a legal process, please provide a written request to do so. We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example, record-keeping obligations.

We take reasonable steps to keep all personal information collected by various means respected and kept confidential. Including by:

- restrict access to information to those who need access to effectively help our business function and for us to provide services to you.
- having anti-virus software etc in place

Links to third party sites

Our website(s) may contain links to websites operated by third parties. If you access a third-party website through our website(s), personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third party provider or website and we are not responsible for the privacy policies or the content of any third-party provider or website. Third-party providers/websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

If you have any concerns or a complaint about our Terms and Conditions, or our Privacy Policy, please contact us to discuss. If you are not satisfied with our response to a complaint,

you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint.

Our details

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