

Shake & Stir Drama Classes Cancellation & Refund Policy

This policy applies to after school drama classes and Greenroom classes

Trial / First-Time Enrolment Refund

Students enrolling in **Shake & Stir's** after-school drama classes or **Greenroom program** for the first time are eligible for a **no-obligation trial class**.

To participate in a trial lesson:

1. Parents or guardians must **complete the enrolment process and full payment** via the enrolment link provided.
2. The student may attend their **first scheduled class**.

If the student decides they do not wish to continue:

- A **full refund may be requested within 7 days of the student's first class**.
- Refund requests must be submitted **in writing via email to Shake & Stir administration**.
- Once approved, the full class fee will be refunded using the original payment method.

This policy allows families to try the program with confidence while ensuring places in classes are reserved through formal enrolment.

Refund Eligibility

Full refunds will be issued when:

- A student is attending **their first term with Shake & Stir**.
- A refund request is made **within 7 days of the first class attended**.

Refunds will **not be available** if:

- the request is made **after the 7-day period**
- the student has attended **more than one class that term**
- the enrolment relates to a **returning student who has previously participated in the program**

Mid-Term Cancellations

If a student withdraws from classes **after the 7-day refund window**, fees for the term are **non-refundable**.

This is because class places are limited and reserved for the duration of the term.

Exceptions may be considered in **extenuating circumstances** (e.g. serious illness or relocation) at the discretion of Shake & Stir management.

Missed Classes

Shake & Stir is unable to offer refunds, credits, or make-up classes for:

- missed sessions
- scheduling conflicts
- personal commitments.

Class Cancellations by Shake & Stir

If Shake & Stir cancels a class due to:

- staff illness
- unforeseen circumstances
- venue issues

we will make every effort to:

- schedule a **make-up class**, or
- provide a **pro-rata credit or refund** where a replacement class cannot be arranged.

How to Request a Refund

Refund requests must be submitted in writing to:

Shake & Stir Theatre Co

Email: education@shakeandstir.com.au

Please include:

- student name
- class location
- date of first class attended
- reason for withdrawal.

Refunds will generally be processed within **7–10 business days**.

The following applies to HOLIDAY WORKSHOP programs:

Refund Eligibility

Refunds are not available for enrolments in Holiday Workshop programs and all fees paid are final.

Exceptions may be considered in **extenuating circumstances** (e.g. serious illness or relocation) at the discretion of Shake & Stir management.

Cancellations by Shake & Stir

If Shake & Stir cancels all or part of a Holiday Workshop due to:

- staff illness
- unforeseen circumstances
- venue issues

we will make every effort to:

- re-schedule to an appropriate time, or
- provide a **pro-rata credit or refund**.

Questions?

All questions may be submitted in writing to:

Shake & Stir Theatre Co

Email: *education@shakeandstir.com.au*

Policy Updates

Shake & Stir reserves the right to update this policy as required. Any changes will be communicated via the website and enrolment platforms.