

STANDARD TERMS AND CONDITIONS FOR SUPPLY OF SERVICE

1. INTERPRETATION

In these Terms:

- 1.1. "Hendersons" means Hendersons Educational Services Pty Ltd - ABN 96 070 097 639.
- 1.2. "Customer" means the purchaser of Services from Hendersons.
- 1.3. "Student" means the person receiving the Services purchased and paid for by the Customer.
- 1.4. "Services" means all Services provided by Hendersons to the Customer including but not limited to Workshops, Practice Exams, Portfolio/Application Help, Interview Preparation, Tuition, and Essay Correction.
- 1.5. "Terms" means these Terms and Conditions of Sale.
- 1.6. "Workshop" means a subject delivered either face-to-face or online for one or more sessions.
- 1.7. "Session" is an individual component of a workshop.

2. APPLICATION

- 2.1. No amendment, alteration, waiver or cancellation of any of these Terms is binding on Hendersons unless confirmed by Hendersons in writing.
- 2.2. The Customer acknowledges that no employee or agent of Hendersons has any right to make any representation, warranty or promise in relation to the Services or the Sale of the Services, other than as contained in these Terms.
- 2.3. These Terms and Conditions of Sale supersede and take precedence over any prior Terms and Conditions of Sale of Hendersons, or anything to the contrary contained in any current or former Hendersons document, publication, website etc.; or any other advice or general understanding in respect to the Hendersons Terms and Conditions of Sale.

3. PRICES, BILLING AND PAYMENT

- 3.1. Prices are determined at the time of booking and are subject to change without notice. Once the Service has been paid for, the price shall remain fixed for the Customer and under no circumstances shall Hendersons refund the difference should the price of that service decrease.
- 3.2. Hendersons Services must be booked online via the Hendersons Website, or via our Customer service team on (03) 9813 021414 or Info@hendersons.com.au.
- 3.3. On Completion of the Order, a Tax Invoice and Booking Schedule will be emailed to the Customer. The Tax Invoice will detail the total value of your Order. The Booking Schedule will detail the Individual items within your Order, the scheduled date, time, venue (including online Services) and total payment due.
- 3.4. Invoices are payable within 14 calendar days of receipt of Invoice. Unless the Service is scheduled less than 14 calendar days from the date of booking, in this case payment must be made at the time of booking.

4. CANCELLATION POLICY

- 4.1. All requests for cancellations must be completed via email: info@hendersons.com.au
- 4.2. If a Customer cancels a Service with less than 14 calendar days notice a refund will not be issued. The Customer can choose to either reschedule the Service (if available) or receive a credit note (less a \$50 administrative fee). The credit note will be held in the account until the end of the financial year after which point the credit will be forfeited.
- 4.3. If a Customer cancels a Service with more than 14 calendar days notice a refund can be issued. The Customer can also choose to reschedule the Service (if available).
- 4.4. No refund will apply to any Service already completed.
- 4.5. No refund will be provided if the Customer has received any materials, including but not limited to PowerPoints, Bonus Materials, associated with the Service.

- 4.6. Management reserves the right to refund where extenuating circumstances apply. If a medical certificate is requested, it must be completed by a relevant, qualified, and independent Medical Practitioner.
- 4.7. Hendersons reserves the right to change the location, time or teacher of a Session.
- 4.8. Make up sessions are not offered.
- 4.9. Hendersons reserves the right to cancel or re-schedule any Service at the discretion of Management.
- 4.10. Hendersons will abide by all Victorian Government directives. Customers will receive communication about changes to Services in a timely manner.

5. INDIVIDUAL TUITION

- 5.1. Individual Tuition is available as a full-term package. The term begins the second week of Victorian Government School Term and concludes one week prior to the Victorian Government School Holidays. Prices will vary in accordance with the length of the School Term. Details are available by contacting our tuition team: tuition@hendersons.com.au.
- 5.2. Each tuition Session runs for a set duration of 55 minutes.
- 5.3. Each tuition Session starts at a set time as allocated on your schedule. It is not possible to extend the tuition session past the allocated finished time.
- 5.4. If a Customer cancels an Individual Tuition session with less than 14 calendar days notice a refund will not be issued. The Customer can choose to either reschedule the Individual Tuition session or receive a credit note. The credit note will be held in the account until the end of the financial year after which point the credit will be forfeited. A maximum of **one** re-scheduled session, per Term, is available. All re-scheduled sessions are held in the final week of the Victorian Government School Term.
- 5.5. If a Customer cancels all Individual Tuition sessions for a Term with less than 14 calendar days notice a refund will not be issued. The Customer will receive a credit note. The credit note will be held in the account until the end of the financial year after which point the credit will be forfeited.
- 5.6. The tutors are available to discuss the student's needs or progress during the allocated tuition time only.
- 5.7. All other Terms of Sale apply.

6. STUDENTS WITH A MEDICAL CONDITION OR INFECTIOUS DISEASE

- 6.1. Hendersons requests Customers refrain from sending their child to a Session when they are too unwell to learn. Any member of the Hendersons staff has the right to refuse entry to a child whom they believe is too unwell to proceed. In such circumstances, the parent will be called and will be required to collect their child immediately. For online Sessions, the parent will be called, and a recommendation given that their child discontinue and re-enrol at a later date. No refunds will apply. See item 4.6 for cancellation where a medical certificate has been provided.
- 6.2. Any Customer booking a Hendersons Service for a Student that has a medical condition, or allergy that requires medication, or possible medical intervention, must declare this in writing to Hendersons at the time of the Booking and provide an Action Plan completed by a Medical Practitioner prior to the commencement of any service.
- 6.3. Medications such as an asthma pump and EpiPen must accompany the Student and be sighted by Hendersons Staff on every occasion that the Student enters Hendersons premises.
- 6.4. Failure to comply with this requirement will result in the Student not being permitted to attend the Session and the Customer will be required to remove the Student from Hendersons premises. No refunds will apply in these circumstances.

7. CUSTOMER OBLIGATIONS

To enable Hendersons to perform their obligations, the Customer and Student must:

- 7.1. Provide Hendersons with any information reasonably required, especially related to a Student's Medical condition.
- 7.2. Keep Hendersons notified of their correct name, postal address, email address and phone number. Multiple contact information is preferred in case of emergency.
- 7.3. Should a Teacher have technical difficulty resulting in a Session starting late, Students must notify Hendersons via email or phone if the delay is longer than 15 minutes and no longer wish to wait for the class to commence.
- 7.4. Comply with all statutory requirements – particularly in regards to data protection and confidentiality.
- 7.5. Comply with Hendersons Code of Conduct, which includes, but not limited to the following:
 - Unruly behaviour and/or Class disruption by a Student will not be tolerated under any circumstances. Where a Student breaches the Code of Conduct, the staff member in charge will take action as appropriate. If the matter is deemed serious in nature, it will be escalated to Management and the parent will be contacted and class continuation will be reviewed. In these cases, no refund will be issued to the Customer.
 - Unacceptable conduct or behaviour by a Customer or Student includes, but is not limited to:
 - touching, handling, pushing Students, teachers or administrative staff;
 - physically or sexually engaging with Students, children or others in a manner which is not appropriate and may endanger the health, safety and wellbeing of that person;
 - any form of physical or verbal violence including fighting, assault or threats of violence;
 - any form of cyber bullying or cyber abuse;
 - any form of threatening language, gestures or conduct;
 - language or conduct which is likely to offend, harass, bully or unfairly discriminate against any employee, contractor, volunteer or other;
 - theft, fraud or misuse of Hendersons' resources; and
 - the use of inappropriate or profane words or gestures and images.
 - Customers or Students who breach the Code of Conduct will be contacted by the Management team either via letter (delivered via email), or telephone. Appropriate action may include the immediate cancellation of all service with NO REFUND applied. They may also be banned from re-enrolling any Student in Hendersons Programs in the future and prohibited from entering Hendersons premises and contacting Hendersons staff via any and all means of communication. The seriousness of the breach and the appropriate action is at the absolute discretion of the Executive Management Team.

8. SUPPLIER OBLIGATIONS

- 8.1. Hendersons shall perform the Services with reasonable skill and care and to a reasonable standard.
- 8.2. All students receive the resources required to complete the workshop. The resources include, but are not limited to, worksheets, tests, PowerPoint presentations. For a face-to-face workshop, these resources are printed for the student. For an online workshop, these resources are emailed prior to the workshop.
- 8.3. Students can request for the resources of an online workshop to be printed. These can be collected from the office at a designated time (free of charge) or posted to the Customer for a fee.
- 8.4. Bonus Materials are provided to all students via Digify. The Customer cannot print the Bonus Materials. Bonus Materials can be collected from the office at designated time (free of charge) or posted to the Customer for a fee.

9. CONTRACT

The Terms of the Contract are wholly contained in these Terms and any other writing signed by both parties.

10. COPYRIGHT

All Hendersons materials are protected by the Copyright Laws of Australia. All rights are reserved. No material may be reproduced, photocopied or used by any person other than the original Student. This includes but is not limited to siblings, cousins, friends or other members of the community.

11. FORCE MAJEURE

Hendersons will not be liable for any breach of Contract due to any matter or thing beyond the control of Hendersons (including but not limited to transport stoppages, transport breakdown, fire, flood, earthquake, acts of God, strikes, lock-outs, work stoppages, pandemic or major health event, wars, riots or civil commotion, intervention or public authority, explosion or accident).

12. WAIVER OF BREACH

No failure by Hendersons to insist on strict performance of any of these Terms is a waiver of any right or remedy which Hendersons may have and is not a waiver of any subsequent breach or default by the Customer.

13. NO ASSIGNMENT

Neither the Contract, nor any rights under the Contract may be assigned by the Customer without the prior written consent of Hendersons, which is at Hendersons absolute discretion.

14. SEVERABILITY

If any provision contained in these Terms and Conditions is held by a Court to be unlawful, invalid or unenforceable, the validity and enforceability of the remaining provisions are not affected.

15. GOVERNING LAW

These Terms and the Contract shall be governed by the Law of Victoria and the parties submit to the Courts of Victoria in respect of any dispute arising.

16. LIMITATION OF LIABILITY

- 16.1. Hendersons shall not be liable for any direct loss or damage suffered by the Customer howsoever caused, as a result of negligence.
- 16.2. Hendersons shall not be liable under any circumstances to the Customer or Student or any third party for any indirect or consequential loss of profit or other economic loss suffered by the Customer or Student howsoever caused, as a result of any negligence, breach of contract, misrepresentation or otherwise.
- 16.3. Hendersons makes no promises for the success of any Student's ability to gain entry into a chosen school.

Registered Business: Hendersons Educational Services Pty Ltd. ABN 96 070 097 639.

Terms of sale last updated 15 June 2022.