



Ticketed Event Terms & Conditions

WiseLearn Education

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INTRODUCTION

These Ticketed Event Terms & Conditions apply when a customer books, registers for or participates in a ticketed WiseLearn Education workshop, event or children's experience. They should be read together with the booking information for the relevant event and the WiseLearn Education Privacy Policy.

1. ACCEPTANCE OF TERMS

By purchasing, booking or registering for a ticketed WiseLearn Education event, you agree to these Ticketed Event Terms & Conditions and any specific booking information provided for that event.

2. EVENT INFORMATION

The content, format, duration, location, facilitator, inclusions and availability of individual events may vary and will be described in the relevant booking information. WiseLearn Education offers educational workshops, events and children's experiences for children and adults.

3. BOOKINGS, REGISTRATION AND ACCURATE INFORMATION

You are responsible for providing accurate and current information when making a booking, completing a form or communicating information relevant to an event. For children's sessions, the parent or carer making the booking must provide information reasonably requested before attendance, including emergency contact, allergy, relevant health/support and authorised-collection information, and must notify WiseLearn Education of relevant changes before the session.

4. PAYMENTS AND FEES

Fees are payable at the time and in the manner specified during checkout. WiseLearn Education is not currently registered for GST and GST is not currently charged on event fees. Third-party booking, ticketing or payment platforms may charge service or processing fees. Any fee payable by the customer will be shown during booking or checkout where applicable.

5. WISELEARN KIDS – PARENT/CARER RESPONSIBILITIES

A parent or carer booking a child into a WiseLearn Kids session is responsible for ensuring information provided about the child is accurate and sufficiently complete for WiseLearn Education to reasonably support the child's participation and safety. Parents/carers must notify WiseLearn Education of relevant changes, including allergies, health information, emergency contacts or authorised collection arrangements. Parents/carers are responsible for ensuring the child is collected promptly at the stated finish time by an authorised adult.

6. HEALTH, ALLERGIES, MEDICATION AND FOOD

Parents/carers must provide relevant information about allergies, medical or health needs and any sensory, communication, wellbeing or participation information that would reasonably assist WiseLearn Education in supporting the child. WiseLearn Education will consider information provided when planning and delivering the session but cannot guarantee that every individual need or circumstance can be accommodated. Parents/carers must provide any required emergency medical equipment or medication before the session, together with relevant instructions or action plans where applicable. Where a session includes a snack break, parents/carers may be asked to provide an individual snack for their child. Parents/carers are responsible for ensuring food provided is suitable for their own child's dietary and allergy requirements. Parents/carers must advise WiseLearn Education before the session of any known allergies or food-related medical needs. Where WiseLearn Education has been advised that a participant has a significant allergy, additional instructions or restrictions regarding food brought to the session may be communicated to families before attendance.

7. EMERGENCIES AND MEDICAL ASSISTANCE

If a child becomes unwell, is injured or requires urgent assistance, WiseLearn Education may take reasonable action to support the child, contact emergency services or other appropriate health providers where necessary, and contact the parent/carer or emergency contact as soon as reasonably practicable. Emergency action will not be delayed where immediate assistance is reasonably required. Any specific parent/carer authorisation relating to emergency medical assistance may also be obtained through the relevant child information or consent form. Any fees incurred in the provision of emergency services remain the responsibility of the parent/carer.

8. ARRIVAL, DEPARTURE AND AUTHORISED COLLECTION

Children must be signed in and out in accordance with arrangements communicated for the session. A child will only be released to a parent/carer or another adult identified as authorised to collect the child, unless WiseLearn Education has received an appropriate update from the parent/carer. Parents/carers

should advise WiseLearn Education as soon as reasonably possible if they expect to be late for collection. WiseLearn Education does not currently charge a late-collection fee, but prompt collection is expected.

9. PARTICIPATION, SAFETY AND BEHAVIOUR

WiseLearn Education aims to provide a safe, respectful and supportive environment. Participants are expected to behave in a way that does not create an unreasonable risk to themselves or others or substantially prevent the session from being delivered. Where reasonably necessary for safety or wellbeing, WiseLearn Education may contact a parent/carer and request early collection of a child.

10. CUSTOMER CANCELLATIONS, TRANSFERS, ILLNESS AND NON-ATTENDANCE

If cancellation notice is given seven (7) days or more before the session, the customer will receive a full refund less any non-refundable third-party expenses or fees. If cancellation notice is given less than seven (7) days but more than forty-eight (48) hours before the session, the customer will receive a 50% refund less any non-refundable third-party expenses or fees. If cancellation notice is given within forty-eight (48) hours of the session, no refund will ordinarily be provided. A booking may be transferred to another eligible participant with reasonable advance notice to WiseLearn Education. For a WiseLearn Kids event, the parent/carer of the replacement child must complete the required child information and consent documentation before attendance. If a participant is unable to attend because of genuine illness, please contact WiseLearn Education as soon as possible. Depending on the circumstances and availability, WiseLearn Education may offer a transfer or credit toward another suitable session at its discretion. Failure to attend without notice does not automatically entitle the customer to a refund, transfer or credit. Nothing in this section limits rights or remedies that cannot lawfully be excluded under Australian Consumer Law.

11. CANCELLATION, RESCHEDULING OR CHANGES BY WISELEARN EDUCATION

WiseLearn Education may need to cancel, reschedule or make reasonable changes to an event due to facilitator illness, venue issues, insufficient registrations, safety concerns or other circumstances affecting delivery. Where WiseLearn Education cancels a paid event and does not provide an acceptable alternative, customers will receive a full refund of the event fee, subject to applicable consumer law. Reasonable changes to venue, timing or other event arrangements will be communicated to customers as soon as reasonably practicable. Such a change will not automatically be treated as a cancellation, subject always to rights under applicable consumer law.

12. EDUCATIONAL INFORMATION AND NO PROFESSIONAL HEALTH ADVICE

WiseLearn Education provides educational information and experiences. Unless expressly stated otherwise, events are not medical, psychological, diagnostic or therapeutic services and are not a substitute for individual advice from an appropriately qualified health professional.

13. PHOTOGRAPHY AND VIDEO

WiseLearn Education may photograph or film aspects of workshops or events. Where identifiable children are involved, parent/carer permission will be sought before images or video are used for WiseLearn Education marketing or communications. Providing permission is optional and is not a condition of a child's participation. Additional information about handling personal information is set out in the WiseLearn Education Privacy Policy.

14. INTELLECTUAL PROPERTY

Unless otherwise stated, WiseLearn Education owns or is licensed to use the educational content, frameworks, resources, materials, graphics, branding and other content supplied through its events. Materials are provided for the purchaser's or participant's personal use and must not be copied, reproduced, sold, republished, distributed or used commercially without prior permission from WiseLearn Education, except where permitted or required by law or expressly agreed in writing.

15. PRIVACY

Personal information is handled in accordance with the WiseLearn Education Privacy Policy and any relevant collection notice or consent provided when information is collected.

16. ELECTRONIC COMMUNICATIONS

WiseLearn Education may communicate with customers electronically, including by email, online forms, booking platforms and other digital services. Customers are responsible for providing accurate contact information and checking communications relating to their booking.

17. CONSUMER GUARANTEES AND LIABILITY

Nothing in these Terms is intended to exclude, restrict or modify any consumer guarantees, rights or remedies that cannot lawfully be excluded under Australian Consumer Law or other applicable law. Subject to those rights, WiseLearn Education's liability is limited only to the extent permitted by law.

18. THIRD-PARTY PROVIDERS AND VENUES

Some events may use third-party venues, booking systems, payment processors, website providers or other service providers. Customers may also be subject to relevant third-party terms or policies when interacting directly with those services. Relevant third-party terms or policies will be provided when applicable and/or upon request.

19. CHANGES TO THESE TERMS

WiseLearn Education may update these Terms from time to time. The current version will be made available through the WiseLearn Education website and will show the date it was last updated. Changes will apply prospectively unless otherwise permitted by law. Terms applicable to an existing paid booking will not be materially changed to the customer's detriment without an appropriate legal basis.

20. SEVERABILITY

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue to operate to the extent permitted by law.

21. GOVERNING LAW

These Terms are governed by the laws of Queensland, Australia. The parties submit to the jurisdiction of the courts of Queensland and any courts competent to hear appeals from those courts.

22. CONTACT

WiseLearn Education. Email: nicole@wiselearn-ed.com.au. Website: wiselearn-ed.com.au.