

By registering in a REELise program or workshop including one hosted by Startime LIVE, you agree to the Terms & Conditions below.

Behaviour

To make the program or workshop a fun and safe experience for everybody, REELise Incorporated (REELise) and StarTime Pty Ltd (StarTime), have core values and rules in place for young people to follow (the Rules). These reflect our commitment to a safe environment, where all young people are respected and valued, and will be explained at the beginning of the session.

If the Rules are not followed by a participant, we will try to discuss the issue with that participant via a private chat on Zoom. If the problem continues and a participant is considered to be exhibiting inappropriate or disruptive behaviour, we will try to contact you as parent or guardian. We reserve the right to remove and block further access by that participant to the program or workshop session.

REELise and StarTime have a zero-tolerance stance on bullying and disrespect for others.

Enrolment Confirmation

On registration, you will receive a ticket via email with the details of the Zoom session. If you do not receive this information, please email info@reelise.org.au.

Liability

Temporary Interruptions

Temporary interruptions to online sessions due to server or other technical issues impacting internet connection, may occur from time to time. REELise and in the case of programs hosted by StarTime LIVE, StarTime, will exercise reasonable care to prevent or minimise any such interruptions but will not be liable to you for performance delays or non-performance, due to causes beyond our reasonable control.

Personal Injury

REELise and in the case of programs hosted by Startime LIVE, StarTime, accept no responsibility for any injury incurred by a participant during a livestreamed program or workshop nor any subsequent cost related to that injury.

Parents/guardians/carers agree that by registering or permitting registration of their child or ward for a livestreamed program or workshop, they are solely responsible for supervision of those young people and have a duty of care with regards to their safety and wellbeing and their observance of the Rules in place for respectful

engagement with others. You will indemnify REELise and in the case of programs hosted by Startime LIVE, StarTime, against any claims arising as a result of any young people under your care, participating in a program or workshop or breaching the Rules.

Changes and Cancellations

Prices

We reserve the right to change program or workshop prices at any time. In the event of such a change, confirmed registrations will be honoured at the original price.

Rescheduling or Cancellation by Us

REELise reserves the right to cancel, postpone or reschedule a program or workshop due to low enrolments, in response to COVID or other public health safety protocols for the protection of our presenters and crew; or unforeseen circumstances. We will notify you when we are exercising this right.

In the event REELise needs to cancel a program or workshop and an alternative date for rescheduling is unavailable or cannot be agreed with you, then a full refund will be made less processing and administration fees we incurred to our payment processing provider on your original payment. REELise will not be responsible for any cost other than this refund of program or workshop fees.

Cancellation by You

Livestreamed workshops are non-refundable. On booking, access to educational resources and to the workshop session are made available which have value. We have also incurred costs in processing your booking and payment and confirming studio arrangements and presenters. Accordingly, cancellations will be at your full cost. Non-attendance will be deemed as cancellation.

If similar programs or workshops are running on alternate dates of equivalent or lesser value, a transfer to an alternate date will be accommodated where possible at no charge, provided a transfer request is received by email at info@reelise.org.au at least 7 days prior to the date of the program or workshop you have registered for.

Substitutions for the person registered can be accommodated with less than 7 days' notice and will incur a 10% administration fee. Requests for substitution must be received at info@reelise.org.au at least 24 hours prior to the start of your booked session.

Refunds, transfers and date changes are not permitted on free, special offer or discounted programs and workshops.

Mistaken Multiple Payment

If you inadvertently paid for the same workshop or program more than once, a refund will be issued within a reasonable time after notice is received at info@reelise.org.au. There will however have been transaction costs incurred by us through our payment processing provider in respect of your mistaken transaction and we will deduct these from the refund issued to you.

Photographs and Recording

IMPORTANT INFORMATION **

REELise, and/or its program collaboration partner, StarTime will record the livestreamed program or workshop. During the recording, images or videos of participants may be captured. If you do not want your image or that of your child to be captured during the recording of the live streamed program or workshop, you should select the stop video option on Zoom and retain that option during the session.

Where your image is captured, you, being a participant 18 years or over or being a parent or guardian of a participant under 18 years, irrevocably authorise REELise and StarTime (and their representatives, related entities, successors, assigns, officers, and employees acting with their permission or authority) to take and use, distribute, exhibit, publish, reproduce, broadcast, your (if you are a participant of 18 years) or your child's (if the registered participant is under 18 years) likeness ("the Material"), either in full or part, without any restriction or limitation in perpetuity for the purposes of REELise or StarTime's charitable, commercial, promotional, advertising or marketing activities by any present or future media or means known or unknown ("Purpose").

You acknowledge and agree that neither you or your minor child has any rights, at law or otherwise, in the Material or in any REELise or StarTime publication that includes the Material.

You accordingly authorise REELise and StarTime to take the actions indicated above.

By registering for a live streamed program or workshop you confirm that:

1. You are 18 and understand and consent to the terms of registration or if you are under 18 you have registered with the consent and knowledge of a parent/guardian who have explained the terms of registration to you.
2. As the parent or guardian of a minor registered for the program or workshop, you understand and consent to the terms of registration.

3. You grant REELise and StarTime a royalty-free, irrevocable, worldwide, perpetual, non-exclusive, transferrable, and assignable licence (including the right to sublicense) the Material for the Purpose.
4. You agree that neither you nor your child will receive any compensation or payment or any form of remuneration now or in the future in consideration for your grant of the licence above and consent to use, distribution, exhibition, publication, reproduction, broadcast, communication, or adaption of the Material;
5. You agree to release REELise and StarTime (and their representatives, related entities, successors, assigns, officers, and employees acting with their permission or authority) from and against any and all claims, liabilities, demands, actions, causes of action(s), cost and expenses whatsoever, at law or in equity, known or unknown, anticipated or unanticipated, which you or your minor child had, now have, or may have arising out of REELise or StarTime's use of the Material.

Please note: Participants may not make recordings of any live streamed program or workshop unless instructed by the REELise or StarTime Host.

Your Personal Information

Any personal information will be stored in accordance with our [Privacy Policy](#).

Complaints

We strive to deliver a fun, safe, empowering and entertaining educational experience at all of our livestreamed workshops or programs. If you have concerns about a program or workshop experience, we want to hear about them. Please contact us at info@reelise.org.au. We will investigate your complaint and communicate with you as to its outcome including any actions taken and provide you with reasons for our decision.