

Story STEAM Academy – Terms & Conditions

By joining Story STEAM Academy (“we,” “us,” “our”), you (“the member” or “you”) agree to the following terms and conditions:

1. Membership & Cancellations

- New members receive a **one-month trial period**. If you do not wish to continue after your trial, you must notify us **before your one-month anniversary date**.
 - After the trial, all memberships require **one month’s notice** to cancel. For example: if you joined on the 8th of a month, you must let us know by the 8th of the following month if you wish to cancel.
 - Notice must be given **in writing via email** to be valid.
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2. Structure of Courses

- Each topic runs for a **term**, typically lasting around **four months**.
 - Classes are delivered in **blocks of 5 weeks**, with a **2-week break** which may be used to catch up on the pre-recordings or rest.
 - Staying a member over holiday breaks secures your **live class spot** for the following block.
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3. Fees & Payment

- Fees are payable in advance, either monthly or termly.
- **Monthly payments are a way of spreading the cost of the full term of classes;** they are not a “per class” plan.
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- If your **payment fails**, your access to classes and content will be suspended until payment is received. Please contact your bank to ensure payments are not blocked and that there are sufficient funds in your account.
 - If you have not given proper notice of cancellation, you will still owe the invoice for that period.
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4. Minimum Numbers

- Story STEAM Academy runs clubs in small groups to keep sessions engaging and interactive. Each club therefore requires a minimum number of learners to continue.
 - If a club cannot run in the upcoming term, you will not be charged (or will be refunded if you have already paid).
 - If numbers fall below the minimum during a term, the club will continue until the next half-term or end-of-term break (whichever comes first).
 - Fees are **non-refundable** in this situation. The club will only restart after the break if the minimum group size is met.
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5. Use of Content & Recordings

- All pre-recorded tutorials, project starters, and resources are for **personal educational use only**. They must not be copied, shared, or distributed.
 - Live classes are not recorded for replay, but related learning materials may be provided separately.
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6. Behaviour & Participation

- Members are expected to treat teachers and fellow learners with respect during live sessions.
- Disruptive or inappropriate behaviour may result in **suspension or removal from the academy without refund**.

- **Cameras should be on at the start of each session.** We encourage keeping cameras on for the whole session, as interaction and collaboration are an important part of the learning experience.
 - If a child is not comfortable keeping their camera on for the whole session, they may **turn it off after the initial hello**, while still participating in the class.
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7. Technology & Responsibility

- Members are responsible for ensuring they have a suitable internet connection and device to access classes.
 - We are not liable for technical issues on the member's side that prevent participation.
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8. Refunds

- Fees are non-refundable once a term has started, except in cases where we cancel a course **before it begins**.
 - Missed classes cannot be refunded or carried forward, but materials will be available for catch-up where possible.
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9. Changes to Classes

- We reserve the right to reschedule, adapt, or replace classes (e.g. due to illness, technical issues, or curriculum updates). Where possible, alternative arrangements will be offered.