

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. Programme Structure & Access

Story STEAM Academy operates in Project Seasons. Each Project Season lasts approximately two months and includes a new themed project.

Membership provides access to the current project, project library (including previous project recordings and resources), live sessions, and bonus activities available within your chosen club.

A typical Project Season includes:

- 5 weeks of live and/or recorded project sessions plus any printable resources
- A catch-up period to complete activities at your own pace
- Bonus activities, challenges, or holiday fun during holiday periods

Some projects may be delivered entirely as pre-recorded courses. Please refer to the current Academy calendar for details.

2. Membership & Cancellations

New members receive a one-month trial period. To cancel before the trial ends, you must notify us by email at least 7 days before your trial end date.

After the trial period, membership continues on a rolling basis. Members commit to the current Project Season once it has started and remain responsible for all payments due for that Project Season.

Membership cannot be paused or cancelled part-way through a Project Season. Notice of cancellation must be given by email at least 7 days before the start of the next Project Season.

3. Fees & Payment

Fees are payable in advance. Monthly payments are instalments towards the full Project Season fee.

Project Season payment schedule for 2026/27:

Summer Project Season 1: May & June payments (1 May – 30 June)

Summer Project Season 2: July & August payments (1 July – 31 August)

Autumn Project Season 1: September & October payments (1 September – 31 October)

Autumn Project Season 2: November & December payments (1 November – 31 December)

Spring Project Season 1: January & February payments (1 January – 28 February)

Spring Project Season 2: March & April payments (1 March – 30 April)

Payment dates may be adjusted where necessary to ensure sessions are paid for in advance.

Failed Payments

If a scheduled payment fails, access to sessions, recordings, and resources may be suspended until payment is received. The member remains responsible for any outstanding payments relating to the committed Project Season. Failure to access sessions, recordings, or resources does not remove responsibility for outstanding payments.

Please ensure sufficient funds are available when payments are due.

4. Minimum Numbers

Story STEAM Academy runs live sessions in small groups to keep sessions engaging and interactive.

If learner numbers fall below the minimum required during a Project Season, live sessions may be withdrawn and the remainder of the season will be delivered through recorded content and resources only.

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 pre-recorded tutorials follow the same schedule and further learning materials may be provided separately.

6. Behaviour & Participation

Members are expected to treat teachers and fellow learners with respect during live sessions.

Disruptive or inappropriate behaviour may result in removal from live sessions.

Cameras should be switched on at the beginning of each session to allow everyone to say hello. We encourage learners to keep 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 session.

7. Safeguarding & Parent/Carer Responsibility

Parents or carers remain responsible for the supervision and welfare of their child during online sessions.

Parents should ensure that learners are in a suitable environment for participating in online classes.

8. 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.

9. Refunds

No refunds will be given for missed classes, holidays, changes of mind, or unused access to recordings and resources.

10. 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.