

Workshops and Public Programs Booking Policy

The below outlined policies primarily refer to Umbrella Studio Contemporary Arts (Umbrella) programs with costs, however all other policies still apply when costs are not applicable (i.e. for free programs).

1. Workshops and programs can be booked through the website, in-person at the gallery, and via phone.
2. You are not considered to be booked in until you have made payment and listed your name, email address and phone number. We cannot hold places without payment to make it fair on people booking online. This excludes workshops that do not require payment, or where a discount code or voucher has been used.
3. Payment must be made in-full and prior to the workshop.
4. If you have booked at the member's discount price, and you are not a member, you must join as a financial member, or pay the difference in the non-members price for the workshop.
5. If the program is fully booked, you can phone us to express interest to be on a waiting list, or use the contact form on our website. You will be placed in order of your contact with others on the waiting list (i.e. the first to register will be the first to be contacted). Places sometimes become available if a participant can no longer attend.
6. Cancellation and refunds
 - a. Up to and including 14 days before a workshop, you can cancel your place for any reason and receive a 90% refund (we cannot recover the 10% admin costs and card processing fees).
 - b. Once there are 13 or less days before the workshop, you can only cancel if you have a medical reason or there has been a disaster declared (by the State) for the Townsville region or the region you live in (for example: flood, cyclone, etc). Under these circumstances we will provide a 100% refund.
 - c. If there are 13 or less days before the workshop, and the reasons in 6.b. don't apply, you are not entitled to a refund. By this stage we have committed to pay the artist and paid for materials to run the workshop. We would encourage you to gift the workshop ticket to a friend or family member, however you must notify us of the booking name change. Alternatively, you could donate your ticket to us for a member of our community who may not be able to afford to attend. If there are participants on our waiting list, we can contact them for payment and if your place is filled successfully, we can process a 90% refund.
 - d. In the event that Umbrella needs to cancel the workshop for any reason, we will endeavor to notify the booked participant and refund the full ticket cost. If we cannot get in touch within 30 days, the booked participant will not be able to receive a refund.

- e. In the event that Umbrella needs to change the date of a program for any reason, we will endeavour to contact and offer booked participants the option to attend the amended program date or to receive a full refund. If we cannot get in touch within 30 days, the booked participant will not be able to receive a refund.
 - f. Umbrella takes no responsibility for incurred travel or associated costs if unable to contact the booked participant via their provided contact details to notify of a cancelled event or a changed date.
7. Privacy and information collection
- a. Personal details recorded by Umbrella will be used for the purposes of your enrolment and may be used for promotions and to notify you of future workshop opportunities.
 - b. If you do not wish for these details to be used by Umbrella, please let us know at the time of booking.
 - c. No personal information (beyond your name for captioning promotional photographs) will be disclosed outside Umbrella without your expressed consent, except where required by law.
8. By attending a workshop or public program, you agree to be photographed and these photographs may be used for promotional purposes. If you have specific concerns about your photo being taken, please let our workshop facilitator and staff know.
9. By attending a workshop or public program, you agree to adhere to Umbrella's conditions of entry and COVID-safe policies (available on our website). You agree to wear closed-in footwear while in the venue and follow any safety directions given by the workshop facilitator and staff. You also agreed to adhere to any public program or workshop specific requirements outlined on the bookings event page.
10. By attending a workshop of public program, you agree to provide Umbrella with your emergency contact details and let us know of any known health issues you have.