



# Planet Cake

## Essential Student Information

### Workshop Cancellations

All classes need a minimum number of students to proceed. If your workshop does not have enough students it will be cancelled and you will be informed. This may be via sms, telephone or email. It is therefore important that all of your details are kept up-to-date.

Should Planet Cake cancel a workshop, we will provide you with a full refund within 5 working days or you may transfer to another workshop. We leave the decision to cancel up until 48 hours of the workshop commencement to maximize the chances that the minimum number of students will be reached.

If you purchased your enrolment using a credit card, that card will be re-credited and we will need to obtain your credit number again to do this. If you purchased your enrolment by any other form, Planet Cake will issue you with a cheque. Please note that cash is not available as a refund.

### Transfers

*An administration fee of \$40 will be charged for processing a transfer.*

You may transfer to another class provided that:

1. There are spaces available
2. Minimum 21 days notice
3. Your transfer does not disrupt the class into which you are transferring
4. It is the same workshop

### Refunds

**Planet Cake regrets that it cannot accept responsibility for students change in personal circumstances or work commitments and no refunds will be granted. For medical injury a doctor's certificate must be presented and Planet Cake will issue a credit note or transfer the student to another workshop.**

### Complaints

**Procedure:** Before making a complaint to Planet Cake management, it is strongly recommended that wherever possible, a student discusses the issue with the class teacher and progresses to a formal complaint only if the solution proposed by the teacher is unsatisfactory. Planet Cake policy is that we will respond to student grievances in writing in a fair and timely manner. Please forward all formal complaints to Paris Cutler directly [paris@planetcake.com.au](mailto:paris@planetcake.com.au).

**Claiming a refund:** If a student believes that the workshop has not been a quality learning experience then redress and/or refund may be sought. A student may seek redress or refund if she/he believes that:

1. Planet Cake has not delivered what was promised in the workshop promotion. (The promotion consists of the workshop description, agenda, learning outcomes, venue and class times)
2. The quality of teaching is not up to a reasonable standard.

3. A student was treated unfairly
4. The venue and/or equipment are not up to a standard which would enable to the achievement of the stated workshop outcome.

To claim a refund, a credit or a reassessment a student must inform Planet Cake in writing identifying which areas 1-4 above have been below standard, providing a full explanation substantiating the claim. This may be done via email to: [courses@planetcake.com.au](mailto:courses@planetcake.com.au)

## Discount Policy

From time-to-time Planet Cake may offer discounts to the prices advertised in Planet Cake workshop guide and on Planet Cake website. These may be:

### Loyalty Discounts:

Planet Cake offers a 10% discount to students registering for multiple workshops or who have completed a Planet Cake workshop previously. Discount codes are issued at the end of your first workshop or from our sales office prior to booking multiple workshops. Refunds will not be given retrospectively, please contact our office to with any queries regarding your discount code.

### Pre-release:

As part of the normal promotion of workshops, Planet Cake may choose to offer discounts to existing and past students before the wider community has had the opportunity to enrol. This may be done by written offers distributed through Planet Cake customer e-mail list or through Australia Post. Offers may also be made verbally through Planet Cake Customer Service Centre.

### Distress:

Towards the end of any enrolment period it may be necessary to discount workshops in order to encourage a cost effective enrolment. This may be done by written offers distributed through Planet Cake customer e-mail list or through Australia Post. Offers may also be made verbally through Planet Cake sales office. Distress discounts cannot be applied retrospectively.

### Last Minute Discount:

Planet Cake offers a generous discount of 50% on a 'Last Minute' basis.

- Note: This discount is available not earlier than three working days prior to the workshop commencing. The discount may not be applied retrospectively.

### Limitations of Discounts:

- These offers are not redeemable for cash.
- Discounts and concessions cannot under any circumstances be applied retrospectively.
- Discounts cannot be used in conjunction with any other offer.

## General Information

Planet Cake reserves the right to alter its pricing or workshop schedule without warning. Planet Cake accepts no responsibility for student's vehicles or personal property. Enrolment is conditional on the student's adherence to Planet Cake's policies and regulations.

## Languages

Languages Spoken in the Planet Cake Office:

- English (all staff)
- Indonesian
- Japanese
- German



**email: [courses@planetcake.com.au](mailto:courses@planetcake.com.au)**  
**tel: (612) 9810 3843**  
**[www.planetcake.com.au](http://www.planetcake.com.au)**

