

## **TERMS AND CONDITIONS FOR TERM TIME SESSIONS & HOLIDAY WORKSHOPS**

*This is part of your agreement when registering a child with any of our services.*

### **Localised Lockdowns and Pandemics:**

- If Surrey Youth Theatre Godalming cannot deliver classes due to force majeure or government directive, we shall implement online classes via video conferencing software as a replacement. No refunds will be offered.
- A child must not attend a term time class or holiday workshop if he/she or any member of their household is showing symptoms of COVID-19.
- If a child is unable to attend a class because they are self-isolating or unwell we regret no refund can be given.
- If a child shows symptoms of COVID-19 whilst in our care, they must be collected immediately. For more information on our procedures for the current pandemic, please see our Infection Control Policy.

### **Term Class Fees:**

A term includes 12 sessions over a 13 week period with a week's break at half term. A 15% sibling discount is available for two or more siblings attending either course during the same term.

- Main Classes: £144 per 12 week term
- Minis Classes: £96 per 12 week term
- Annual show day fee: £30 (one off fee)

### **Holiday Workshops Fees:**

- Holiday workshops fees vary depending on the length
- The fee for a holiday workshop is required in full at the point of booking to secure the child's place.

### **Payments:**

- The balance of term class fees is payable one week before the first day of term.
- If payment is outstanding, Surrey Youth Theatre Godalming reserves the right to withhold services.

### **Payment Methods:**

- Payment for term fees can be made in the following ways:
  - BACS to Surrey Youth Theatre, Starling, 60-83-71 / 79008858
  - Debit or credit card
  - Cash - placed in a sealed envelope with the child's name clearly labelled. This can be handed to the class teacher on the first class of term.
  - Monthly standing order
- Payment for holiday workshops can be made via BACS or via Paypal on our booking page on the Surrey Youth Theatre Godalming website.

### **Term Class Refunds and Cancellation**

- Missed classes during the term due to illness, school trips etc cannot be refunded.
- In the event that a student is unable to complete the term we regret that fees will not be returned.
- Occasionally some courses may be cancelled due to circumstances beyond Surrey Youth Theatre Godalming's control. We will either offer an exchange or a full refund will be given.
- Surrey Youth Theatre Godalming reserves the right to cancel a course if there are fewer than seven participants on a course and the above efforts will be made to place a student in an alternative course or offer a pro-rata refund where appropriate.
- If a single class does not take place due to circumstances beyond our control, Surrey Youth Theatre Godalming will view this class as postponed and will reschedule.
- Surrey Youth Theatre reserves the right to reject any booking at its sole discretion

### **Holiday Workshop Refunds and Cancellations**

- If your child can no longer participate in a workshop, then a full refund will be provided up to 7 days before the first day of the workshop. Cancellations after 7 days prior to the first day of the workshop are non-refundable.

- If a child is unable to attend with less than 7 days until the workshop due to a positive diagnosis of COVID-19 for either them or anyone in their household then the cost of the workshop will be credited for future classes.
- In the rare event that we must cancel a workshop, a full refund will be provided.

**Dress Code:**

- Students must wear the Surrey Youth Theatre tshirt to class with bottoms they can move well in.
- Tshirt are £10 each and can be purchased in class. Hoodies are also available at £25 each but there are optional. Sizes are 5-6, 7-8, 9-11, 12-13, 14-15 and adult small, medium and large
- Students should wear shoes such as trainers or jazz shoes.  
All belongings must be clearly labelled – lost property is donated to charity at the end of every term.

**Staff/teachers:**

- All staff, including cover teachers are qualified, experienced and DBS checked.
- There is always a first aider on site.
- Teachers hold relevant insurances.

**Behaviour:**

- Surrey Youth Theatre recognises that each young person deserves to learn in an environment where they feel happy and safe. Bad behaviour including racist, sexist and other offensive language is not tolerated, and we reserve the right to terminate membership without notice.
- Surrey Youth Theatre Godalming have a zero tolerance on bullying (please see our Bullying Policy in our Safeguarding Schedule)
- In instances of bad behaviour parents will be consulted so that we can remedy the situation.
- In the rare event that a student is excluded due to ongoing bad behaviour, fees will not be refunded.
- In line with our safeguarding policies, all children must be fully toilet trained and independent in the use of the toilet.
- As part of our Health and Safety Policy, students are kindly reminded of conduct during classes and how to keep themselves and their peers safe and happy.

**Food:**

- Water is to be brought in a named leak proof water bottle.
- Snacks should not contain nuts.

**Attendance, Collection and Absence:**

- Children must arrive and be collected promptly.
- Where possible, parents/ guardians are asked to inform the teacher if their child cannot attend a class.
- Please advise us in writing if a different adult than usual is collecting your child or if they have permission to leave the workshop independently.

**Shows:**

- Parents/carers will be invited to a performance at the end of term. Parents/carers are not permitted to watch classes. (If a child is new or particularly unconfident, parents/carers may be allowed to sit in during the first ten minutes of one class at the teacher's discretion).
- Surrey Youth Theatre Godalming provides some costumes and props for shows where possible, but parents will be asked to provide basic accessories and basic costume if required.
- We always encourage costumes and props to be sourced from friends or bought from second-hand shops to keep parental cost to a minimum.
- Shows are ticketed and can be purchased through us.

**Medical (General):**

- Any medical conditions must be stated upon booking and it is the parent/guardian's responsibility to update the office of any changes in writing. This includes emergency contact details.
- If Surrey Youth Theatre Godalming staff feel that your child is not fit and well enough to partake in the session then parents will be contacted for immediate collection.

- If your child has an episode of sickness, they cannot attend a Surrey Youth Theatre Godalming class or workshop until 48 hours after the last episode of sickness.

#### **Online Tuition:**

- The online tuition is conducted via the video call platform Zoom. Zoom is quick, easy and free to join and once the tuition session has been arranged with the teacher, you will receive an invitation email with instructions on how to join and confirmation of your tuition session.
- Payment, booking and cancellation is as detailed above for regular classes.
- Teachers and students must adhere to the following:
  - The online tuition must take place in a shared area of the home i.e. not a bedroom
  - Sessions should take place in a clear, safe space
  - Both teacher and student must be suitably dressed e.g not in pyjamas
  - Student should wear suitable clothing and footwear which they can move well in.
  - An adult from the child's household must be present in the room of the lesson or within close earshot of the online session at all times.
  - Everyone in both teacher and student households must be aware that a zoom session is in place so that appropriate language and behaviour is upheld
  - Where possible, other members of the household including siblings, should avoid appearing on screen if it is a group zoom session.
  - If the participant is ill or has an injury they should not take part in the online activity until they are recovered
  - No recording of the lesson of any kind is to be made by either teacher or pupil.

#### **Data Protection**

- The parent consents to their data being stored by Surrey Youth Theatre Godalming for contact purposes and safeguarding.
- All data is stored securely.
- All data is removed once the student ceases lessons.
- Parents can withdraw consent to their data being kept at any time.
- Data may be shared with third parties in the following instances:
  - LAMDA when submitting students for their exams
  - NHS Test and Trace to help stop the spread of Coronavirus
- Youth Theatre Godalming is not responsible for data kept by third parties.
- For more information on how your data is stored, please see our Privacy Policy.

#### **Complaints:**

- In the unusual event of a complaint please contact the Artistic Director Laura Davies with your concerns. We aim to deal with any complaints immediately.

#### **Safeguarding:**

- As a company we are committed to safeguarding and promoting the welfare of children and expect all staff and volunteers to share this commitment. Because your child's safety is paramount, we have child protection policies and procedures in place which all of our staff are trained in. You are welcome to view these policies at any time.

**Emergency contact number:** You can contact Laura anytime on 07738760987

- **Surrey Youth Theatre Godalming accepts no responsibility for loss or damage of personal belongings while on the premises.**
- **Surrey Youth Theatre Godalming accepts no liability for any injuries sustained whilst participating in a class or on the premises.**
- **Surrey Youth Theatre Godalming must be notified of any changes to the information provided on the Booking Form**