

TERMS AND CONDITIONS

Enrolling your child with Surrey Youth Theatre Godalming means you agree to the following terms as laid out within this document and upon enrolling your child, you sign your agreement accordingly. This agreement is valid whilst your child is enrolled on any Surrey Youth Theatre Godalming class or workshop.

Class refers to the weekly classes, holiday workshops or LAMDA tuition of which your child is enrolled.

Our classes hold a maximum capacity and in the event of a class being full we offer a waiting list. We reserve the right, with prior approval to add the student to a waiting list and be contacted when a place becomes available

Term Classes:

Term dates are communicated via our invoice and can also be found on our website

A term includes between 10 and 12 sessions over a 13 week period with a week's break at half term. A 10% sibling discount is available for two or more siblings attending either course during the same term.

- Juniors Classes £100 per 10 week term
- Seniors Classes £140 per 10 week term
- Annual show day fee: £35 (paid once a year)

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.
- Students are automatically enrolled at the end of each term onto the next term unless six weeks notice in writing is given.
- We reserve the right to make changes to class times, teaching staff and venue when circumstances occur which are beyond our control.
- 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 Workshops:

- 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.

Holiday Workshop Refunds and Cancellations

- If your child can no longer participate in a workshop, then the cost of the workshop will be credited for future workshops. This credit cannot be used against termly class fees.
- In the rare event that we must cancel a workshop, a full refund will be provided.

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.
- Our termly fees for classes are reviewed annually and may be increased each year, at which point you will be notified of such increases.

Payment Methods:

- Payment for term fees can be made in the following ways:
 - BACS to Laura Davies (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
- Where payments are being made via monthly payments, the monthly cost will be the cost of a years classes divided by 12 months. If at any point during that year, the student leaves SYTG, the full payment of the outstanding balance due to SYTG for the term they are attending will be required.

- Payment for holiday workshops can be made via BACS or via Paypal on our booking page on the Surrey Youth Theatre Godalming website.

Dress Code:

- Students must wear clothes and shoes which they can move well in.
- Optional Tshirts are £15 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
- 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.
- Parents must ensure that they inform SYTG of any changes in contact details.

Shows:

- Parents/carers will be invited to a performance at the end of the summer 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

- Personal information is stored on our online invoice system Class Manager.
- The parent consents to their data being stored by Surrey Youth Theatre Godalming for contact purposes and safeguarding.
- All data is stored securely.
- 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
- 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.
- Children participate in SYTG classes at their own risk. You are obliged to inform any of our staff of any existing injuries or medical conditions. Medical conditions must be stated within the online application form at the time of registering. It is the responsibility of the parent to ensure SYTG are informed in writing of any changes in the medical needs of their child.
- Upon your child being unwell or has had an accident requiring emergency treatment, we will contact you via the emergency contact details provided on your enrolment application. Please ensure that this number is always contactable whilst your child is at SYTG classes. Multiple numbers can be provided on the enrolment form to ensure we are able to contact someone in this event.
- As the parent, you are responsible for ensuring that your child's emergency contact details are up to date on our systems.. SYTG accept no responsibility for these details being up to date.

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.**