



## Achieve Arts

### TERMS AND CONDITIONS

This is part of your agreement when joining Achieve Arts. Membership is open to all subject to the following conditions:

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

#### **Staff/teachers:**

All staff, including cover teachers (who may be brought in at short notice), are qualified, experienced and DBS checked. Volunteer class assistants and trainees on placements are all DBS checked. There is always a first aider on site.

#### **Supervision while on site:**

Students must ensure they always get full permission from staff prior to leaving class. Toilet breaks will be supervised by either a member of staff or class facilitator and students will always be supervised whilst on site.

#### **Behaviour:**

Racist, sexist and other offensive language and behaviour is not tolerated, and we reserve the right to terminate membership without notice, the final decision being undertaken by the Board of Directors. Behaviour of staff, parents and students must always follow our code-of-conduct.

Please note that under no circumstances are pets allowed on school premises due to Health and Safety reasons.

#### **Shows:**

Parents/carers will be invited to one class/performance per term. Parents/carers are not permitted to watch otherwise. (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 Principle's discretion). Achieve Arts provides costumes and props for shows where possible, but parents may be asked to provide basic accessories and basic costume if required.

#### **Emergency contact number:**

Achieve Arts emergency mobile phone is kept with the Workshop Leaders. The number will be given out upon registration and must only be used if there are problems regarding the collection of children.

#### **Food:**

Chewing gum/ fizzy drinks are strictly forbidden on the premises. No food is to be eaten in studios unless on a holiday course.

#### **Attendance:**

Children must arrive and be collected promptly. It is very important that children arrive in time for their classes, preferably 5 minutes before the start. This allows the group time to settle from the moment the class starts. Latecomers will have to wait outside until an appropriate time to join the class. Children arriving after 15 minutes may be refused admission, as this may disrupt the professional attitude to classes we aim to foster.

Where possible Achieve Arts will aim to let people know of any changes in venue or class time at least one week ahead of schedule.

#### **Absence:**

Any child missing for more than two classes per term without reason may not be able to join future courses. Class numbers are limited, and many have long waiting lists, so good attendance and commitment to the course is essential.

#### **Illness/Injury:**

Parents are not to allow their child to attend Achieve Arts if they are feeling unwell or have a known injury which would prevent a student from fully taking part.

This includes presenting any contagious illness including (but not limited to): Chicken Pox, Head Lice, Common Cold, Flu and, as of March 2020, symptoms of COVID-19.

COVID-19: Parents are expected to follow government advice in relation to when to self-isolate. You must complete a Covid Code of Conduct form before attending Achieve Arts .

Refunds will only be given in the event of illness or injury preventing attendance at classes for a sustained period of time at the Principals discretion.

### **Child Collection**

- Children should only be released to adults who are Authorised Adults listed on the child's Registration Form and on the Register. (Always double check the Authorised Adult's name when ticking the child out if you don't recognize them).
- Always use child's first name and surname if you are new or covering and are not familiar with the parents.

#### ***If someone turns up to collect who isn't an Authorised Adult***

- A) If the person collecting isn't an Authorised Adult then the child must sit on the "late chair" and the workshop leader must call the Authorised Adult/s to verify that the person who has arrived can take the child.
- B) If so, this person can then be recorded as an Authorised Adult for the future and the workshop leader will adjust the Register notes.
- C) If an Authorised Adult cannot be contacted then call the Emergency Contact/ s.
- D) Only Karen or Pamela can authorise an Emergency Contact as an acceptable alternative for collection. In this situation, call them, brief them on the situation and they will do the Emergency Contact Check.

#### ***If someone turns up to collect a child who isn't an Authorised Adult and no contact can be made with the other Authorised Adults or Emergency Contacts***

- If no contact can be made with an Authorised Adult or Emergency Contacts to verify that the person is allowed to collect the child then the child cannot be released and must stay at the venue supervised by Teacher until they receive notice that the person is able to collect the child.
- If after 15 minutes, no contact has been made with either the Authorised Adult or Emergency Contacts, then Karen or Pamela should be notified and together should attempt to satisfy themselves with such additional checks/verification that the person who has turned up is suitable for the child to be released to.
- If Karen and Pamela and workshop leader are then satisfied with the checks they have made, it may then be appropriate to release the child to the attending adult.
- Any such decision should be verified by both Karen and Pamela.

#### ***Adding Authorised Adults***

- If the workshop leader is notified in a conversation (not text or email) by an Authorised Adult (for example, a parent dropping off a child at the beginning of a class says that someone else is collecting), then the leader is able to release the child but must record the new person as a new Authorised Adult.
- Before any information is updated on the telephone, the leader or Karen or Pamela must ask the parent/carer two pieces of personal information. For example their child's date of birth and their home postcode.
- If the workshop leader sees that a person that they don't recognise drops the child off (brings the child to Achieve Arts) then they should introduce themselves to the person, ask for their name, and as they have dropped them off they can be added as an Authorised Adult for future reference. The Leader is not allowed to add them unless she/he has seen them for themselves. E.G you can't take another parent's word for it. You must see yourself and speak yourself.

#### ***Children going home on their own***

- If a parent of a child attending Achieve Arts who is over 10 years old instructs you to allow their child to go home on their own then you are able to do this, but you must record it in on the Registration Form and get them to sign it.
- If this authorisation takes place over the telephone then The leader must record details of the conversation on the Registration Form and ask the parent to sign a new form with this updated information at the next opportunity.
- Children under 10 must be collected by an Authorised Adult.

#### ***Children going home with siblings***

- If the Authorised Adult is a sibling, then Achieve Arts would prefer the sibling to be over the age of 16. However, it is up to the parent concerned to decide if their child is able to pick up their other child and if they feel that their child is responsible then we will follow their instructions and record them as an Authorised Adult.
- If this authorisation takes place over the telephone then The Workshop leader must record details of the conversation on the Registration Form and ask the parent to sign a new form at the next opportunity.

#### ***If a parent/carer is late in picking up their child***

- Contact the parent by telephone after 15 minutes. E.G at 6.15pm following a 6pm class end (if they haven't already contacted you to tell you they are late).
- If the parent is running late then the child must remain with the leader until the parent collects.

- If a parent/carer doesn't turn up and cannot be located by telephone then after 30 minutes, the leader must telephone the Emergency Contacts and other Authorised Adults on the Registration Form to see if they can collect the child instead. \*Please note any Emergency Contacts must be authorised by Karen or Pamela.

***If no one collects and no contact can be made with other Authorised Adults or Emergency Contacts***

- If it has not been possible to make contact with the parent/carer or other contacts after 30 minutes, the workshop leader must notify Karen or Pamela and keep ringing.
- Ideally both teachers must stay in the venue until the child is collected by an authorised person. If only one teacher present both teacher and child should wait in the venue waiting area or another more public area of the venue. Karen or Pamela should be informed of this and will provide guidance.
- **If after 90 minutes with no contact from the Authorised Adults or Emergency Contacts then Karen or Pamela must contact the Social Care Team or Out of Hours Social Services number for the Local Authority for advice. The child will remain in the care of the workshop leader, at the venue, if possible, until collected by the parent/carer, or until placed in the care of the Social Care team.**

**Booking:**

Achieve Arts does not provide drop-in classes for children and young people on all term time courses. All courses must be booked in advance. New students may join courses during the term subject to availability and authorisation of the Achieve Arts management team. If there are no spaces on a requested course when booking, then Achieve Arts will aim to provide an alternative option where possible.

**Waiting List:**

Members on the waiting list will be contacted in order of the list. If members are unavailable, no message will be left. The next member will be contacted and the first to make contact will receive the place.

**Priority Booking:**

A priority booking period for current students will take place for two weeks before general booking opens. Those wishing to continue should register during the priority booking period to secure their places in the next term's courses. If any current students have not registered during this time, one attempt to make contact will be made to determine whether the student is continuing before offering the place to someone else.

Placement Priority on Courses:

- Current Students continuing in same course
- Current students changing courses and additional courses
- Siblings of current students
- Waiting lists of new students

**Payments**

When a child's place is booked, it is booked and confirmed for the **full term**. Invoices are issued per half term to make it financially more convenient for parents. Invoices must be paid before the date stated on the invoice. When you agree to book your child into Achieve Arts, you agree to these conditions. If your child cannot continue and you wish to cancel sessions, you must inform the Achieve office before the half termly invoices are issued, a Notice to Leave Form must be completed before the cut off date issued via email by the Achieve Arts office per term. Failure to inform the office before this time will result in the parent being liable for payment should their child not continue. Payment must still be made as the child would have secured that space in the class and the Achieve Office would not have been able to offer this space to another child at short notice. If cancellation is made mid half term, fees are non-refundable.

**Non-payment**

If payment is outstanding, Achieve Arts reserves the right to withhold services. Every attempt will be made not to discuss monies owed with children, although in extreme circumstances (especially when children arrive without supervision) children may be turned away. Achieve Arts may share data with debt collection agencies to re-coup monies owed.

**Cancellation**

Occasionally some courses may be cancelled due to circumstances beyond Achieve Arts control. The administration team will endeavor to contact paid customers and will either offer an exchange for the course or, in rare cases of a cancellation, a full refund will be given. Achieve Arts 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, Achieve Arts will view this class as postponed and will reschedule.

**Holiday Course Refunds**

If you have booked a holiday course and you now wish to cancel:

- A) If you inform us more than 3 weeks before the commencement of the holiday course, we will credit your Achieve Arts account with 50% of the amount paid and additional credits will be refunded if required.
- B) If you inform us between 1 and 3 weeks before the commencement of the holiday course, you will forfeit 50% of the amount paid we will credit your Achieve Arts Account with the other 50%
- C) If you inform us less than 1 week before the commencement of the holiday course you will forfeit the entire amount paid for the holiday course
- D) If you a holiday course with Achieve Arts and, before it commences, you inform us you wish to change your booking from one holiday course to another in the same holiday period, subject to availability, the payment in any difference in cost and our complete discretion you may do so without financial penalty.
- E) If your child is requested by the NHS to isolate during their booked holiday course on receipt of proof of isolation Achieve Arts will refund 50% of your fee or will endeavor to transfer your booking to another weeks course within the same holiday period, subject

to availability.

#### **LOCALISED LOCKDOWNS and PANDEMICS:**

If Achieve Arts 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.

If a child or household member is told to self-isolate by NHS Track and Trace (or equivalent service) classes will be provided to the student via video conferencing software. If the student is unwell and cannot take part, a refund for missed sessions will be made in the form of credit to be held by Achieve Arts.

#### **Refunds**

Achieve Arts cannot offer a refund if you do not attend courses. A full refund will be given if the chosen workshop date/course is fully booked on receipt of payment.

**NEW STUDENTS ONLY:** The first class is considered 'trial' classes. If for any reason the course is not suitable, we must be notified before the third class and a refund for classes not attended will be given. Please note, no refund or reduction will be made after the second class has taken place, whether further classes have been attended or not.

Holiday courses are non-refundable.

If a payment is made by BAC'S, Achieve Arts reserve the right to make a £10 charge (taken from the original payment and consequently refund amount) to cover administration costs.

