



Stage One Youth Theatre

Membership Fees, Payments & Financial Support Policy and Procedures

January 2026

This handbook sets out Stage One Youth Theatre's policies relating to:

- membership fees and subscriptions
- payment methods, including Direct Debit
- financial hardship support

These policies are designed to ensure fairness, transparency, accessibility, and responsible financial management, in line with Charity Commission guidance on public benefit and trustee duties.

This policy will be reviewed on an ongoing basis, and at least once a year. Stage One Youth Theatre will amend this policy, following consultation, where appropriate.

Stage One Youth Theatre

Membership Fees and Payment Terms and Conditions

These Payment Terms and Conditions apply to all members of Stage One Youth Theatre (“the Charity”) and are designed to ensure clarity, fairness, and consistency in the administration of membership fees and other payments. Stage One Youth Theatre charity encompasses the senior company (Stage One Youth Theatre), Stage One Juniors and other activities and events organised by Stage One Youth Theatre, including workshops.

1. Membership Joining Fee

1.1 A **one-off joining fee** is payable upon acceptance of a new member into Stage One Youth Theatre.

1.2 The joining fee is **non-refundable** and secures the member’s place within Stage One Youth Theatre or Stage One Juniors, as applicable.

2. Membership Subscriptions

2.1 Following payment of the joining fee, members are required to pay **weekly membership subscription fees**.

2.2 A **subscription fee is payable for each rehearsal week** during which a member is required to attend rehearsals. This includes **show week**.

2.3 For the purposes of charging, a **rehearsal week runs from Monday to Sunday**.

2.4 Only **one weekly subscription fee** is payable per rehearsal week, **regardless of the number of rehearsals attended within that week**.

2.5 Subscription fees are calculated on an annual basis to support the Charity’s overheads and running costs, including rehearsal provision, and to contribute towards the costs of productions and events. For administrative efficiency, these fees are apportioned into a weekly membership subscription and are invoiced on a half-termly basis.

3. Attendance and Absence

3.1 Weekly subscription fees are payable for any rehearsal week in which a member is required or scheduled to attend, **regardless of actual attendance**.

3.2 Fees are **not refundable or transferable** in cases of absence due to illness, holidays, or other personal commitments.

3.3 Extended or exceptional absences may be considered **at the discretion of the Charity**, but no automatic fee reductions apply.

4. Payment Methods

4.1 The Charity's **preferred method of payment is BACS transfer**. Account details: [Stage One Youth Theatre | 20-69-34 | 70824119](#).

4.2 Subscription fees may be paid weekly, monthly or per half-term, provided that payments remain up to date and fully cover all applicable rehearsal weeks within the respective half-term period.

4.3 Invoices sent via MemberMeister also provide options for card payments or for Direct Debit.

5. Direct Debit Policy

5.1 Stage One Youth Theatre offers **Direct Debit** as a convenient payment option.

5.2 Direct Debit payments will be collected **in advance** in accordance with the agreed payment schedule (weekly, monthly, or termly).

5.3 Members must ensure that:

- accurate bank details are provided
- sufficient funds are available on the collection date

5.4 The Charity operates all Direct Debits in accordance with the **Direct Debit Guarantee**.

5.5 Members may amend or cancel a Direct Debit by contacting their bank. The Charity should also be notified in writing.

5.6 If a Direct Debit payment fails:

- the member will be contacted to arrange alternative payment
 - repeated failed payments may result in suspension of participation until the account is brought up to date
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6. Payment Deadlines and Arrears

6.1 Payments must be made **on or before the agreed due date**.

6.2 If payments fall into arrears, the Charity reserves the right to:

- issue reminders
- request immediate settlement
- suspend participation in rehearsals or performances

6.3 Persistent non-payment may result in **termination of membership**, at the discretion of the Charity's trustees or management committee, subject to the provisions and process in the Charity's Constitution, clause 9(4) [Termination of Membership].

7. Financial Hardship

7.1 Stage One Youth Theatre is committed to keeping participation accessible regardless of financial circumstances.

7.2 Families experiencing financial difficulty are encouraged to contact the Charity **confidentially** to discuss possible support or payment arrangements.

8. Changes to Fees

8.1 The Charity reserves the right to review and amend fees and payment structures periodically.

8.2 Reasonable notice will be provided to parents/carers of any changes.

9. Acceptance of Terms

9.1 Payment of the joining fee and/or subscription fees constitutes **acceptance of these Payment Terms and Conditions**.

Stage One Youth Theatre

Financial Hardship Policy

(Aligned with Charity Commission Good Practice, GDPR, and Payment Terms & Conditions)

Stage One Youth Theatre (“the Charity”) is committed to ensuring that access to high-quality performing arts opportunities remains open to all young people, regardless of financial circumstances. This policy sets out how the Charity may provide support to members and families experiencing financial hardship, in line with its charitable objectives and Payment Terms and Conditions.

1. Purpose

1.1 The purpose of this policy is to:

- reduce financial barriers to participation
- provide a fair, transparent, and confidential process for considering hardship requests
- ensure decisions are made responsibly and in line with Charity Commission guidance

1.2 This policy operates alongside the Charity’s **Payment Terms and Conditions** and does not override the Charity’s right to charge membership fees. Any support offered is discretionary and time-limited unless otherwise agreed.

2. Guiding Principles

In administering hardship support, the Charity will act in accordance with the following principles:

- **Public Benefit:** Ensuring participation remains accessible
- **Confidentiality:** Treating all applications discreetly
- **Fairness and Consistency:** Assessing requests on a case-by-case basis
- **Proportionality:** Requesting only information necessary to make an informed decision
- **Trustee Oversight:** Decisions authorised by designated trustees or officers

- **Financial Sustainability:** Balancing individual support with the Charity's overall financial responsibilities
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3. Confidentiality and Data Protection (GDPR)

3.1 All hardship applications will be treated as **strictly confidential**.

3.2 Personal data will be processed in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the Data Protection Act 2018.

3.3 Information provided will be:

- used solely for the purpose of assessing hardship support
- shared only with authorised trustees or officers (e.g. Chair, Treasurer)
- stored securely and retained only for as long as necessary

3.4 Applicants have the right to:

- access their personal data
 - request correction or deletion where appropriate
 - withdraw consent, noting this may affect the Charity's ability to assess the request
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4. Eligibility

4.1 Applications may be made by:

- parents or carers of members under 18
- adult members, where applicable

4.2 Hardship may be:

- **short-term** (temporary change in circumstances), or
- **longer-term** (ongoing or significant financial difficulty)

4.3 Examples include (but are not limited to):

- loss or reduction of income
- redundancy
- illness or caring responsibilities
- unexpected financial pressures

5. Types of Support Available

Subject to available funds and trustee discretion, support may include:

Short-Term Support

- temporary reduction in weekly subscription fees
- deferred or phased payment arrangements
- short-term payment holidays

Longer-Term Support

- reduced subscription fees over an agreed period
- subsidised membership
- bespoke payment plans

All support arrangements will be **time-limited and reviewed regularly**.

6. Application Process

6.1 Requests for support must be made using the **Confidential Financial Hardship Application Form**.

6.2 The Charity aims to keep the process supportive and proportionate. Detailed financial evidence will only be requested where necessary.

6.3 Applications may be submitted at any point during the membership year.

7. Assessment and Decision-Making

7.1 All applications will be assessed:

- on a case-by-case basis
- by authorised trustees or officers, ie the Chair (or vice-Chair), Treasurer, and Business Manager
- in line with this policy and the Payment Terms and Conditions

7.2 Decisions may result in:

- approval as requested
- approval with amendments

- or refusal, where support is not feasible

7.3 Decisions will be communicated privately and respectfully.

8. Review and Duration

8.1 Short-term support will normally be reviewed at an agreed date.

8.2 Longer-term arrangements will be reviewed periodically.

8.3 Members are expected to notify the Charity if their financial circumstances improve.

9. Impact on Participation

9.1 Members receiving hardship support will not be treated differently in:

- rehearsals
- performances
- casting or opportunities

9.2 Financial support will have no bearing on artistic decisions.

10. Policy Review

10.1 This policy will be reviewed periodically by the trustees to ensure continued compliance with Charity Commission guidance, data protection legislation, and the Charity's Payment Terms and Conditions.

Stage One Youth Theatre

Confidential Financial Hardship Application Form

This form will be treated in strict confidence and processed in accordance with UK GDPR.

Section 1: Member Details

Member Name:

Parent/Carer Name (if applicable):

Email Address:

Telephone Number:

Section 2: Nature of Hardship

Please indicate the type of support requested:

- ☐ Short-term temporary support (12-weeks or less)
- ☐ Longer-term financial support (longer than 12-weeks)

Briefly outline your current circumstances:

Section 3: Support Requested

Please indicate which support you are requesting (tick all that apply):

- ☐ Temporary reduction in fees
- ☐ Payment plan / phased payments
- ☐ Short-term payment holiday
- ☐ Longer-term reduced fees
- ☐ Other (please specify): _____

Proposed duration (if known):

Section 4: Additional Information (Optional)

You may provide any further information you feel will assist the Charity.

Supporting documents are **not required unless requested**.

Section 5: Data Protection Declaration (GDPR)

I understand that:

- the information provided will be used solely to assess this application
- my data will be stored securely and accessed only by authorised trustees/officers
- I may request access to or deletion of my data in line with UK GDPR

☐ I consent to the Charity processing my personal data for the purposes outlined above.

Signed: _____

Date: _____

Submission

Please return this form confidentially to:

Stephen Clark | Chair of Trustees & Committee

chair@stageoneyouththeatre.co.uk
