

## **Terms and Conditions : Learning and Participation Activities at Theatre Royal Norwich**

**Registration and Enrolment** People attending learning and participation activities at NTR are asked to complete an annual registration form. In addition participants must also enrol for each activity e.g. courses, a holiday activity, a masterclass. A place on a preceding activity does not guarantee a place on a forthcoming one. Places are issued on a first come first served basis.

**Fees** Enrolment commits participants to full payment of fees for the activity. No refunds will be given unless the activity or event is cancelled. In exceptional circumstances, at the discretion of the Learning and Participation Director we may be able to offer a place on a credit to your Theatre account. This must be used within six months.

Should a participants' fee not be paid in full by the specified date, places may be made available for others. There can be no reduction in fees for participants who are absent from sessions.

Our learning and participation activities are subsidised by the Theatre. As a registered charity, we have a limited amount of bursaries available. Please see our website for details. If at any point the payment of fees is difficult, please contact NTR as soon as possible.

**Activity Cancellations** We do our very best to ensure all planned sessions go ahead. However there may be rare instances when sessions have to be cancelled due to circumstances beyond our control. As much notice as possible will be given. In circumstances such as bad weather, we will provide notices on our website.

**Your privacy** Theatre Royal (Norwich) Trust Ltd will ask you for your contact details when you join a course or take part in our activities. These details will be kept confidential and used solely for the purpose of administration of such activities. They will not be disclosed to any person outside the Theatre Royal (Norwich) Trust Ltd unless the General Data Protection Regulation 2018 (GDPR) allows this, for example if we are required by a law enforcement body to do so.

To support participants, we record their progress, personal development and achievements whilst engaging with our services. We use various activities, forms and conversations to do this. We do this to help evidence the value of our work to each other, to our funders and stakeholders. All personal information is treated confidentially and, if we use it in reports, the information is anonymised.

**Complaints Procedure** We trust in general that participants are happy at NTR. Should you be unhappy with events at NTR the following procedure should be followed; In the first instance, the matter should be broached with the activity leader; If a satisfactory conclusion is not achieved then an appointment should be made with the team manager; If a satisfactory conclusion is still not reached then a formal complaint in writing can be made to the Learning and Participation Director.

**Child Collection** It is important that parents collect young children at the end of each session, as we cannot take responsibility for your child after that time. We take every care that we can to ensure children leave our sessions safely. Please see our Safeguarding Policy and Travel Plan for further details on our website.

**Your Wellbeing** We are members of Norfolk Safer and have been awarded their Safer Certificate. NTR works hard to ensure best practise and the safety of all who attend our activities. To do this we

have a number of policies and procedures in place which effect all children and young people attending NTR. These are available at our reception in Stage Two, on our website, or you can ask for a copy.

- Anti Bullying Policy
- Child Collection Policy
- Safeguarding Policy and Procedures
- Equal Opportunities Policy
- Youth Participation Policy

Your wellbeing is our priority. If you wish to talk to any member of staff about anything which makes you feel unsafe or unhappy we are all very willing to make that time for you. If you don't feel able to talk to us there is a list of other people who may be able to help in our reception in Stage Two.

### **Personal Belongings**

We cannot take responsibility for members personal belongings. If members wish to bring items such as mobile phones with them, we ask them to not use these during activities (unless this is part of a learning activity identified by a staff member). If you need to contact your child/ward during a session in an emergency please contact Stage Two reception.

The above Terms and Conditions are related to the Learning and participation activities of Norwich Theatre Royal. Full Terms and Conditions of the organisation are also available on our website.