

# 3Theatre

## POLICY, TERMS AND CONDITIONS

**3Theatre** takes the health and safety of its patrons very seriously and would appreciate your understanding in the following areas:

### REGISTRATION

Registers will be taken in the morning for workshops (9:30- 9:45) and participants should be signed in/out of our care.

Calls may be made to emergency contact if a participant is expected to attend and hasn't yet arrived 20 minutes into each session.

Please try and make sure you are here on time or contact us if running late/ absent to prevent any undue concern.

Our on site number is : 07792 65 65 00

### MOBILE PHONES and VALUABLES

**3Theatre** understand that some pupils may need a mobile to be in touch with parents and guardians. They are also useful tool to record songs for practise at home.

In the interests of protection and privacy for every participant we politely request that all mobile phones be switched **OFF** during rehearsal unless a member of staff requests their use and you may be asked to hand in to us for safe keeping.

**No participant should video or record any other individual for the purposes of online/ social media updates.**

**All valuables should be left at home as 3Theatre do not take responsibility for any damage or loss of valuable items. It is in the interest of health and safety that no jewellery should be worn during rehearsal ( please refer to our 'What to Bring' doc)**

### PHOTOGRAPHY and IMAGES

**3Theatre** seek permission for our professional photographic and video recording for the express purposes stated in the registration/emergency contact and care form.

All images used are looked at for suitability and we will never publish a photo or video that may cause distress to any individual. If you would like any of our professional photographs for your personal use and memory sharing please contact us directly,

**Photography is allowed in final showcase for personal use only** on the understanding that sharing on social media is restricted to images of your own child/ family member.

### CONDUCT

**3Theatre** promote respect for each other and of our surroundings.

- Please put litter in bins provided.
- If accidental damage occurs please tell a member of staff who will assist.
- No participant should leave the premises without the knowledge and permission from **3Theatre** staff member.
- If you wish to be collected/ leave for any reason please tell a member of staff who will assist you with your request.

### NUT FREE

**3Theatre** aim to make our classes and workshops and **nut free environment**. please do not bring/send any students with snacks or lunches that contain nuts.

### ZERO TOLERANCE BULLYING / INTIMIDATION/ HARASSMENT

**3Theatre** is a platform for creativity and confidence building and as such we aim to encourage tolerance, teamwork and understanding through all workshops and classes. We do not accept any behaviour that may intimidate another company/staff member.

If you are concerned or are feeling intimidated please talk to a member of staff who will work with you to find a solution that fits.

Any participant who is witnessed deliberately acting in an unruly or intimidating fashion towards fellow participants or staff may be asked to leave the course/class.

In such cases they/the bill payer forfeits the placement without compensation.

### REFUND ON COURSE AND CLASS FEES

#### **One-week courses**

You have the right to cancel your booking within seven days when paying by credit card/ paypal online unless ( in the case of last minute payment) the 7 days after payment includes your participation of the week long course.

If your written request to cancel your booking is received two weeks before the start of the course, you will be entitled to a full refund.

If your written request to cancel your booking is received one week before the start of the course, you will be entitled to a 50% refund.

If your written request to cancel your booking is received less than one week before the start of the course, you are not entitled to any refund.

Non-attendance due to illness, or for personal or professional reasons, does not entitle any student or prospective student/ bill payer to refunds or transfer, however, each case will be looked at individually by our office team before final decisions are made.

If any student is excluded due to violent, unruly or intimidating behaviour they/the bill payer forfeits the placement without compensation.

**3Theatre** endeavour to treat all applicants and bill payers with respect and fairness.

### COURSE CANCELLATION & CHARGES

**3Theatre** reserves the right to cancel any courses prior to the commencement of the course at its discretion if the number of members enrolled on the course, or other unexpected circumstances might (in the opinion of the **3Theatre**) compromise the standards and outcomes pursued. The communication of any such cancellation will be given at least **1 week** before the scheduled commencement of the course without any liability on the part of **3Theatre** save that **any course fees already paid will be entirely refunded.**

**3Theatre** reserves the right, at any time, to amend any aspect of the courses as may be necessary for the benefit of the students/ participant/ company member.

Thank you for your cooperation,  
The **3Theatre** Team.