

General Terms and Conditions Policy

Inclusive Performing Arts Community Interest Company

Effective Date: 18th July 2025

1. Introduction

Inclusive Performing Arts is a Community Interest Company dedicated to providing inclusive, accessible, and empowering performing arts opportunities for individuals with Special Educational Needs and Disabilities (SEND). These terms and conditions govern participation in our workshops, classes, performances, and other activities.

By enrolling or participating in our services, you agree to the following terms and conditions.

2. Inclusivity and Safeguarding

We are committed to creating a safe, respectful, and inclusive environment for all. We welcome individuals of all abilities, backgrounds, and identities. All staff and volunteers are trained in safeguarding and best practices regarding inclusivity for all users.

Participants and carers are expected to respect others and help foster a welcoming and safe community.

3. Bookings and Payments

- For activity that requires payment, sessions must be booked in advance via our website, email, or approved booking system.
 - Payment is due at the time of booking unless otherwise agreed.
 - Concessionary rates and funding support may be available—please contact us for details.
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4. Refund Policy

We understand that plans may change. Our refund policy is as follows:

- **Cancellations by you** (the participant or guardian):
 - If cancelled more than **7 days before the session**, a full refund or credit will be offered.
 - If cancelled **less than 7 days before the session**, no refund will be given unless there are exceptional circumstances.
 - In cases of **medical emergencies** or significant unforeseen issues, please contact us as soon as possible—we aim to be understanding and flexible.
 - **Cancellations by us:**
 - If a session is cancelled by us for any reason (e.g., illness, venue issues), a full refund or credit will be issued.
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5. Lateness Policy

- Please arrive on time to ensure a smooth and engaging experience for everyone.
- Participants arriving more than **15 minutes late** may not be admitted, particularly if the session has safety elements or is performance-based.
- Consistent lateness may affect participation in certain activities, such as performances or showcases.

We understand that lateness can sometimes be linked to SEND-related challenges. If this applies, please contact us so we can make reasonable accommodations.

6. Right to Change Teachers or Workshops

We reserve the right to:

- Change or substitute **teachers, facilitators, or volunteers** when necessary due to illness, scheduling conflicts, or organisational needs.
- Alter or adapt **workshop formats, content, or locations** if required for safety, access, or curriculum improvements.

All changes will be communicated in advance where possible, and we will strive to maintain the quality, continuity, and inclusivity of our sessions.

7. Health, Safety and Medical Information

- We must be informed of any relevant medical, behavioural, or access needs at the time of registration.
- All personal data is handled in line with GDPR and our Privacy Policy.

We aim to provide a safe environment for everyone, and staff will make reasonable adjustments to support individual needs wherever possible.

8. Photography and Media Consent

- We may take photographs or videos during sessions for promotional purposes.
 - Consent will be obtained at registration, and can be withdrawn at any time in writing.
 - Please see out technology policy for further details and information
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9. Code of Conduct

All participants, carers, volunteers and staff are expected to treat one another with respect. Discrimination, bullying, or inappropriate behaviour will not be tolerated. We reserve the right to withdraw participation if these terms are violated.

10. Contact and Feedback

We value your feedback and are always looking to improve. Please contact us via:

- Email: inclusiveperformingarts@gmail.com
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11. Changes to Terms

We may revise these terms periodically. Updated terms will be published on our website and shared with registered participants.