

CRH PERFORMING ARTS WORKSHOPS BOOKING CONDITIONS

BOOKING All telephone, website and postal bookings will be confirmed in writing or by email. Part or full payment is regarded as acceptance of the booking conditions. Deposits are non-refundable. CRH Performing Arts Workshops accepts payment by cheque, credit or debit card. No booking will be fully confirmed until payment is received.

CANCELLATIONS & CHARGES Please note that there is a charge for cancellations and some changes. In exceptional circumstances CRH Performance Workshops may have to cancel particular dates. In this event, we will endeavour to give those booked onto the programme at least 14 days notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled if preferred. Bookings of places cancelled by you less than one month before the start date of the course will not be refunded, unless a valid medical certificate is provided.

INSURANCE & STAFF All children in our care are covered by our Public Liability Insurance. All staff are CRB checked.

FIRST AID In the event of an accident, first aid will be administered to pupils attending our Workshops, and the emergency services will be called if necessary, unless advised to the contrary. Essential medication must be handed in to each pupil's Director Of Performance for safe keeping. In accordance with Ofsted recommendations, we suggest that all parents of pupils carrying epipens arrange for a qualified medical practitioner to demonstrate use of the epipen to our on-site first aider, & course leader of their Workshop. If this is not possible then we will accept a demonstration given by a parent/guardian instead.

AVAILABLE DATES & ACTIVITIES All the information contained within our brochures were correct at time of print. Changes may occur and CRH Performing Arts will endeavour to inform parents as quickly as possible. Please check location details for all Workshops. Workshop programmes are subject to change in the event of circumstances beyond our control.

SUMMER SCHOOLS AND WORKSHOPS Should CRH Performing Arts Workshops have to cancel a particular Workshop/Summer School we will aim to give those booked onto the programme at least 14 days notice. Any supplements paid will be refunded in full. If a child opts out of a Workshop/Summer School no refund of the supplement will be made.

PHOTOGRAPHY Please be aware that we occasionally take photographs of children at our Workshops/Summer Schools for inclusion in promotional material. Pupils may also like to take photographs of each other to remember their time at Workshops/Summer School. Please advise the Office at the time of booking if you have any objections.

EQUAL OPPORTUNITIES & CHILD PROTECTION CHR Performing Arts Workshops is an equal opportunities employer and also welcomes all children regardless of their gender, ability, race or religion. Each child attending a Workshop/Summer School is of equal value and is entitled to equal access of opportunity. We operate a zero tolerance policy to discrimination or bullying of any kind. CHR Performing Arts Workshops has legal obligations in relation to Child Protection.

SPECIAL NEEDS It is our policy not to exclude any child through a disability. The needs of each child vary, so decisions are made on a case by case basis, depending on the level of support each individual child requires to enable them to fully participate in and enjoy CHR Performing Arts Workshops/Summer Schools. We request that parents of children with special needs contact Head Office to discuss how CHR Performing Arts Workshops can best accommodate their child, and consider whether any special arrangements need to be made.

CHILD EXCLUSION On rare occasions, a pupil may prove incompatible with the general wellbeing of school e.g. Bullying, disruptive or aggressive behaviour. We reserve the right to exclude such children. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parent's responsibility.

DATA PROTECTION We will use your details to mail and /or email you with future information about our services; you may opt out of our mailing list when booking or afterwards at any stage. We do not pass your information onto any other companies. CHR Performing Arts Workshops is registered under the Data Protection Act.

PARENT FEEDBACK CHR Performing Arts Workshops endeavours to provide the best possible care for all its pupils on all courses, at all times. Please tell other parents if you are happy with your experience; if you have concerns or suggestions, please tell us. We value your feedback and use it to develop and improve our services. Concerns should be raised initially with your Course Director. The Director of Performance will be advised, and will attempt to resolve the issue to your satisfaction.