

# Terms and Conditions

This agreement is made between Woodhouse Theatre and the parent or guardian of each student who attends a Woodhouse Theatre class, workshop, or event.

## Joining Woodhouse Theatre

1. A free trial (taster session) is offered at the discretion of the Woodhouse Theatre management, subject to availability, and does not guarantee a place in future classes. Free trials cannot be claimed retrospectively.

## Membership and Tuition Fees

1. Membership of Woodhouse Theatre allows one child to attend scheduled sessions at the enrolled location.
2. Payment is due on the first day of each month via Direct Debit. Failure to make payments in full may result in suspension or termination of membership.
3. Membership accounts that fall into arrears on more than three occasions within a calendar year may be subject to suspension or cancellation.
4. Memberships will automatically continue unless either party gives at least two week's notice of cancellation.
5. Woodhouse Theatre reserves the right to review and amend membership and tuition fees, providing members with a minimum of 30 days' notice of any changes.
6. Fees are inclusive of tuition, administrative costs, and access to resources. Class schedules, teachers, and locations may be subject to change without prior notice.
7. Woodhouse Theatre operates on an alternative rate of £20 per session should multiple sessions be missed in a month. If this is the case, parents are required to initiate contact requesting any repayments that will be investigated and then returned via bank transfer to the same accounts registered to the Direct Debit.

## Class Sessions

1. Parents or guardians must inform Woodhouse Theatre of any medical conditions or pre-existing injuries that could affect participation.
2. The day, time, and location of sessions may be subject to change. If such changes make attendance impossible, the notice period for cancellation will be waived.
3. Students are expected to arrive on time. Entry may be denied if a student arrives more than 15 minutes late to avoid disrupting the class.

## Conduct at Woodhouse Theatre

1. Students are required to adhere to the Student Code of Conduct, which ensures a positive and respectful environment for all. Repeated failure to follow the code may result in suspension or exclusion.
2. Students must be collected promptly at the end of their session.

3. All students participate at their own risk. Parents or guardians must provide emergency contact information and keep it up to date.
4. Any form of rude, offensive, or aggressive behaviour towards staff, students, or visitors will not be tolerated and may result in exclusion.
5. Smoking, vaping, alcohol consumption, and the use of illegal substances are strictly prohibited at Woodhouse Theatre premises.
6. Students must wear appropriate clothing and footwear for potential physical activities.

### **Media and Filming**

1. Students may be involved in activities such as filming, acting, or behind-the-scenes work. By enrolling at Woodhouse Theatre, you agree to the sharing of such material on official channels, including social media, screenings, and potential submissions to festivals. Requests to opt out of media usage must be submitted in writing.

### **Notice of Termination**

1. A two-week notice period is required to terminate membership. This can be given by contacting Woodhouse Theatre directly.
2. Medications brought to sessions must be clearly labeled and self-administered unless alternative arrangements have been made in writing.

### **Liability**

1. Woodhouse Theatre is not liable for loss or damage to personal belongings.
2. Except for cases of personal injury caused by negligence, Woodhouse Theatre's liability is limited to the total amount paid for membership.
3. Emergency procedures and health and safety rules of the venue must be observed by all students, parents, and guardians.

### **Complaints**

1. Complaints should first be addressed to the session leader or manager. If unresolved, concerns can be escalated to Woodhouse Theatre's administrative team in accordance with the complaints policy.

### **General Provisions**

1. These terms and conditions apply to all Woodhouse Theatre activities, events, and classes.
2. Changes to these terms and conditions may be made with prior notice to members.
3. If any clause within this agreement is deemed unlawful or unenforceable, the remaining provisions will remain in full effect.
4. This agreement is governed by the laws of England and Wales, and any disputes will be resolved within the jurisdiction of the English courts.

# Privacy Policy

At Woodhouse Theatre, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, and protect the personal data of our students, parents, and guardians.

## 1. Information We Collect

We may collect and process the following personal information:

### 1.1 Personal Details:

- Names of students, parents, and guardians.
- Contact information such as email address, phone number, and postal address.

### 1.2 Enrollment Information:

- Details provided during registration, including emergency contact information and medical details.

### 1.3 Payment Information:

- Billing address and bank details (processed securely via Direct Debit or third-party payment providers).

### 1.4 Media Content:

- Photographs, videos, or other media captured during Woodhouse Theatre classes, workshops, or events.

### 1.5 Technical Data:

- Information about your use of our website or parent portal, including IP address and browser type.

## 2. How We Use Your Information

Your personal information is used for the following purposes:

### 2.1 Administration:

- Managing class schedules, registrations, and attendance records.
- Processing membership and tuition payments.

### 2.2 Communication:

- Sending updates regarding classes, events, and policy changes.
- Responding to inquiries and providing customer support.

### 2.3 Health and Safety:

- Ensuring we have the necessary medical and emergency contact information to safeguard students during activities.

### 2.4 Marketing:

- Sharing updates about Woodhouse Theatre events, activities, or services with your consent. You can opt-out of receiving these communications at any time.

## 2.5 Media Sharing:

- Sharing photographs and videos of students in performances, workshops, or classes on official platforms such as social media, our website, and in promotional materials (with prior consent).

## 3. Data Sharing and Storage

**3.1 Third Parties:** We may share your information with trusted third-party service providers for the purposes of payment processing, IT support, or communication delivery. These providers are bound by strict confidentiality and data protection agreements.

**3.2 Legal Compliance:** We may disclose personal data if required to do so by law or to protect the rights, safety, and property of Woodhouse Theatre or others.

**3.3 Data Storage:** All personal information is stored securely on systems compliant with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR).

## 4. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce agreements. Typically, this means:

- Contact and payment details: Retained for the duration of membership and up to six years after termination for tax and accounting purposes.
- Media content: Retained indefinitely unless a written request for removal is received.

## 5. Your Rights

You have the following rights under data protection laws:

**5.1 Access:** Request access to the personal data we hold about you.

**5.2 Correction:** Request that we correct any inaccuracies in your personal information.

**5.3 Deletion:** Request that we delete your personal data, subject to legal or contractual obligations.

**5.4 Objection:** Object to the processing of your personal data for specific purposes, such as direct marketing.

**5.5 Data Portability:** Request a copy of your data in a structured, commonly used, and machine-readable format.

To exercise any of these rights, please contact us at [woodhousetheatre@gmail.com](mailto:woodhousetheatre@gmail.com).

## 6. Protecting Your Information

We take reasonable administrative, technical, and physical measures to protect your personal information from loss, misuse, unauthorized access, disclosure, alteration, or destruction.

## **7. Cookies and Online Data Collection**

Our website uses cookies to enhance user experience and analyze site traffic. By using our website, you consent to the use of cookies. You can manage your cookie preferences through your browser settings.

## **8. Updates to this Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or other factors. Any updates will be posted on our website, and where appropriate, notified to you directly.

## **9. Contact Us**

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact us at:

### **Woodhouse Theatre**

Email: [woodhousetheatre@gmail.com](mailto:woodhousetheatre@gmail.com)

This Privacy Policy is effective as of 28/02/2025