



TERMS AND CONDITIONS

2024-2025

CONTACT INFORMATION

- Rosie Ward (Company Director): 020 3858 7976
- Email – hello@upfronttheatrecompany.co.uk

INCLUDED

- High quality PSHE workshops/performances run by 3 professional actors (All DBS Checked, unless specified otherwise* - please see below).
- A Further Work document which can be used in PSHE lessons. (Play + Interactive Lecture Bookings will also receive Preliminary Work.)
- All sessions will receive feedback.

HEALTH AND SAFETY & SAFEGUARDING

- UpFront Theatre Company Ltd holds full Public Liability Insurance, which covers our Public and Products Liability, and Employers Liability.

SAFEGUARDING THE YOUNG PEOPLE WE WORK WITH:

- All UpFront employees have undergone a full interview process including reference checks. They receive full training and hold a full DBS check. They have received Safeguarding training.
- In the unlikely circumstances that actors have not completed a DBS check (for example, if is processing) we will notify the school contact and if required, provide identification and references.
- Please note, actors have a note of their DBS Number, but we do not request that they carry their Private & Confidential Certificate. If you would like them to, please send a written request to: hello@upfronttheatrecompany.co.uk
- UpFront Theatre Company Ltd employees will abide by all school rules and procedures regarding Health and Safety, Evacuation and Safeguarding. Please provide this as soon as possible.
- Our workshops are written following government guidelines & updated 2020 statutory PSHE & RSE Curriculum for KS2-5
- UpFront will provide a detailed breakdown of the workshop, outlining the content.
- Our workshops do cover sensitive issues and may contain content that young people find upsetting – specific trigger warnings will be made in writing, and verbally prior to the start of the workshop to the contact teacher, and to the students as part of the workshop.
- Workshops can be adapted to focus on / omit specific issues – please ensure these requests are made 2 weeks prior to the workshop.
- Schools may ask facilitators to omit specific references on the day within reason i.e. mental health workshop, we could omit any mention of sectioning / suicide; but we could not omit self-harm without prior warning. However, some content is essential to the workshops.
- Students are **never** asked personal information, but the nature of the workshop may prompt disclosures concerning issues covered, such as self-harm, bullying etc. If disclosures are made to our members of staff, we will notify the school contact.
- As per the law and Safeguarding Legislation, any case where a child or young person is believed to be suffering/at risk of abuse, harm of bullying, will be reported immediately.

SAFEGUARDING OUR TEAM:

- We require adequate school staff to be present for the duration of the workshop, as per the school's adult/student ratios.
- Prior to the workshop, we require confirmation that the school (including all faculty who will be present in the workshops) are aware of and support the content outlined in the workshop plan. Including the teaching of RSE / LGBTQ+ content.



- We require a copy of the Schools' Safeguarding policy for External Visitors & PSHE Policy.
- If we are running an RSE or Gender workshop, we would require a copy of the Schools' Relationships and Sex Education Policy.
- We provide the Full Name and Contact details of our team to the Contact Teacher – these must not be shared or used to directly contact the facilitator, except in an emergency, i.e. cast not arrived / change of venue etc.
- Facilitators will not disclose their full name to the students and may wish to use an alternative name during the workshops.
- In the event that a student contacts a facilitator, or follows them on social media, the facilitator must not engage (i.e. reply/accept/follow) and must notify UpFront Theatre Company.
- The contact teacher / SLT are permitted film or photograph our team.
- Students are not permitted to film or photograph our team.
- The workshops are the property of UpFront Theatre Company are not the personal views of our facilitators.
- If there are concerns with the content, this must be made in writing to the company hello@upfronttheatrecompany.co.uk
- UpFront will assign a Workshop Co-ordinator (most experienced facilitator) who is responsible for liaising with school staff, relaying trigger warnings & disclosures, co-ordinating the team (timings/content/format etc).
- We use a diverse team throughout all our workshops, representing all genders, race/heritages, religions/beliefs, and including disabled, trans, non-binary & LGBTQ+ actors.
- Any health conditions or requirements of the actors will be made known to the school.

The school will support & safeguard our team in the event that they are subjected to discrimination or abuse. UpFront Theatre Company facilitators are trained in delivering challenging content, managing challenging or misinformed answers, and working with student audiences. Healthy & respectful debate is encouraged and the focus of all our workshops is communication, empathy & education. We use characters who represent the opinions, struggles of a range of protected characteristics, as well as characters who challenge, discriminate, and have opposing views – this creates conflict/resolution via the characters.

We have outlined the level of negative behaviour that would be managed by our team:

Giggling, whispering, reluctance to engage, refusal to engage, hostile/closed off body language, outwardly bored – yawning, eye rolling etc, cheeky/immature/challenging responses, heckling (provided it is not a personal attack on the facilitator, see below), low level chat.

While the team are trained in crowd control and managing behaviour, they are not responsible for disciplining the students. In cases where the behaviour makes the workshop untenable (i.e. too loud, high level chat), our team will pause the workshop, seek the support of the school staff, then resume the workshop.

We have included a couple of examples of misinformed/indirect discrimination or aggressive suggestions which would be addressed as part of the workshop. (These are based on real student suggestions.)

1. During a discussion about an LGBTQ+ character, in an open forum (i.e. Q&A), a student expresses that their religion conflicts with LGBTQ+ experience
 - a. The right to religion/belief would be acknowledged, but not at the expense of the LGBTQ+ rights. We would address the point and encourage the conversation to continue throughout the workshop. The workshop would continue.
2. The students are invited to give suggestions to a character who is being assaulted by her boyfriend. A student suggests punching him.
 - a. Violence would be acknowledged as a common suggestion, but we would replay the scenario where the situation is exacerbated by violence and explore better options: calling for help, running away, alerting authorities. The workshop would continue.

However, we will not tolerate any direct personal attacks, discrimination, or abuse of our team, including:

Verbal abuse / Aggressive/Threatening behaviour

Threats, raising voice aggressively, swearing, threatening physical gestures

Sexual Harassment

Sexual comments, flashing/cyber-flashing, intrusive questioning, non-consensual touching, sexual assault



Violence/Assault

Any physical attack, including spitting, raised fists as well as the threat of violence

Discrimination / Hate Crime

Any verbal or physical assault that is directly linked to our teams protected characteristics, i.e. Race/Gender/LGBTQ+

If an actor experiences this, please take a moment to notify the Workshop Co-ordinator and step outside if required.

Workshop co-ordinator would terminate the workshop & require:

- Contact Teacher/Senior member of staff present to step in
- Student to be removed and the school to follow their disciplinary procedure as per your Anti-Bullying/Diversity/Safeguarding/Behaviour policies
- UpFront team would leave the premises
- The school to follow up with UpFront what actions have been taken
- In the event of assault/sexual assault, UpFront Theatre Company will notify the authorities

In the event that our facilitators are contacted after the workshop (for example, but not limited to, student, parent, teacher) & subjected to any of the above:

- The facilitator is required to notify UpFront Theatre Company
- Pass on any details i.e. name, contact details, content, screenshots (if via social media etc)
- This will be shared with the school so the steps above can be followed.

PAYMENT

- The price of the session/s is outlined prior to the booking.
- Upon Confirmation, an invoice is sent outlining cost and terms.
- Unless stated otherwise:
 1. a deposit is to be paid upon receipt of invoice to confirm booking. This is non-refundable if the school chooses to cancel the booking, however if it necessary to move the booking (snow/strike etc), we will do our best to accommodate date changes. Date changes requested within 2 weeks of the booking will be subject to a £100 fee. If the deposit has not been paid in full by the booking date, we are under no obligation to carry out the booking.
 2. Balance to be paid no less than 7 days after the booking.
UpFront Theatre Company Ltd retains the right to charge 2% of outstanding balance for late payment. And a further 2% per consecutive month the balance is not paid.

COVID-19 GUIDELINES

UpFront Theatre Company Ltd will follow government guidelines regarding COVID-19. UpFront has completed a Risk Assessment to reduce the risk of transmission of Covid-19. This is available on request.

1. UpFront Theatre Company Ltd guarantees that employees are under contract to comply with the school's arrangements for managing and minimising risk, including taking particular care to maintain distance from other staff and pupils.
2. The school must comply with current government guidelines regarding COVID-19
3. The school must have updated their risk assessment and put the relevant measures in place to ensure they are set up to safety host external visitors

COMPLAINTS

- A Feedback form is sent following the session. If you feel any of this Contract is not being kept, we agree to take on board your feedback & attempt to resolve the grievance to the best of our ability, Complaints must be made in writing to hello@upfronttheatrecompany.co.uk

DATA PROTECTION

We agree to comply with GDPR Guidelines.

- Our general database is made up of generic school email addresses (e.g. enquiry@ or info@) and not personal data.
- By agreeing to this contract, you consent to us having access to your personal school e-mail address
- This information will be added to a password protected database.



- We require this information due to communication purposes about your booking.
- Your e-mail address will be added to our password protected mailing list, used for communication purposes. You can unsubscribe at any time and these details will not be passed on to any third parties.

These Terms & Conditions, along with our Policies & Procedures can be found on our website:
upfronttheatrecompany.co.uk

Please confirm (via e-mail) that you agree to the Terms and Conditions; or by proceeding with the booking, you agree to the Terms and Conditions.