



TERMS AND CONDITIONS

CONTACT INFORMATION

- Rosie Ward (Company Director): 020 3858 7976
- Email – rosie@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.
- All UpFront employees have undergone a full interview process and 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
- Any health conditions or requirements of the actors will be made known to the school.
- UpFront Theatre Company Ltd employees will abide by all school rules and procedures regarding Health and Safety, Evacuation and Safeguarding.
- **We will require adequate school staff to be present for the duration of the workshop, as per the school's adult/student ratios.**
- Our workshops are written following the KS2 – KS5 PSHE Suggested Programme of Study.
- Our workshops do cover sensitive issues and may contain content that young people find upsetting.
- 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.

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/Balance 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.
 2. Balance to be paid no less than 14 days before the booking.
If the balance has not been paid in full by this date, we are under no obligation to carry out the booking. If the booking is carried out without balance having been paid, 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 safely 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.