



Theatre Workout™ Ltd

13A Stratheden Road, Blackheath, London, SE3 7TH
+44 (0)20 8144 2290, enquiries@theatreworkout.co.uk
www.theatreworkout.com – Bespoke theatre workshops & events!

Booking Information, Terms & Conditions – Theatre Workout Ltd. Updated 17 March 2013

Theatre Workout offers a bespoke service. Any information you provide about your group will be used to ensure you receive the package and advice you need for your event and will be kept confidential. However, the more information you can provide to Theatre Workout regarding your requirements etc, the better the service we can provide.

Please complete and return the Booking Form supplied with your invoice to tell us about your group before payment is made. Theatre Workout cannot guarantee to cater for all your needs if information is received post payment.

Agents: please ensure this information is forwarded to your clients.

Theatre Workout Services - Workshops & Participatory Events:

In order for your workshop or event to be successful a two-way relationship must be developed between our workshop or event leader(s) and your group.

Theatre Workout guarantees to make every effort to tailor the content of your workshop or event to you and your group, working with you in the lead up to, and during the event, to ensure it meets your needs. We will continue to amend our techniques throughout your event to engage, entertain, educate and inspire creativity in participants.

In return, we expect your group to be open to instruction, willing to work with us throughout the session without disrupting or blocking the techniques offered.

With student groups we actively encourage teachers to participate. We find that when they do, students are more engaged and responsive. We also want teachers to learn from us and take the techniques back to the classroom. For this reason we now have a free workshop plan for you when you sign up to our newsletter. Go to www.theatreworkout.com for more information.

General Information Regarding Workshops:

Workshop Necessities:

- **Clothing:** All workshops are interactive and you are advised to wear suitable attire or bring a change of clothing with you. Comfortable, loose fitting clothing is ideal with suitable footwear.
 - Heeled shoes, boots, tight-fitting or restrictive clothing is not advised.
- You are also advised to bring with you **bottled water, pen and paper**.
- **Workshop Venue** addresses and map links can be found on our website at www.theatreworkout.com/venues.html

Third Party Activities:

Services include all ticketed events such as theatre tickets, tours, travel and accommodation arrangements, meals and other hospitality services arrange on a client's behalf by Theatre Workout. Please see the Hospitality section below.

Booking Terms & Conditions

- Quotes are unconfirmed estimates for requested events or packages which cannot be guaranteed until reservations are made.
 - Reservations are provisional bookings where goods and services have been held with suppliers until the stated due date. Reservations must be paid by this date to secure the booking, but can be amended in any way, including changing dates, times, content, etc in that time.
- Clients are responsible for ensuring that all booking details are correct including dates, times, quantity and content of their package. Any errors must be communicated to Theatre Workout in writing.
- All invoices are inclusive of VAT at the standard rate. Once paid, a VAT receipt will be issued.
 - Some exceptions to VAT include travel arrangements such as coach hire or London Underground travel cards.
- Once a booking is confirmed, no refunds or exchanges are allowed.
 - In some circumstances changes may be made, subject to any additional costs being covered by the client. Exchange fees may apply.
- Failure to pay an invoice by the due date may result in the cancellation of reservations with suppliers. Theatre Workout cannot guarantee availability if invoices are not paid for on time.
- Once a booking is confirmed, final details of the booking will be confirmed in writing. Clients must check all information to ensure no mistakes have been made and that all confirmed details of their booking are correct.
- Should the details of a booking be incorrect the client must alert Theatre Workout to resolve no later than seven days after confirmation. Workshop content may be changed no later than seven days prior to the start of the workshop.

www.theatreworkout.com – Academy, Business, Education, Parties & Events, Productions

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- Theatre Workout offers to tailor each workshop to a client's needs. A workshop development form will be sent at the time of the booking for clients to provide Theatre Workout with any specific requirements. Please provide this information along with payment and no later than 14 working days in advance of an event date.
- Should Theatre Workout be forced to cancel an event for reasons outside its control, a full refund will be provided.
- Should the duration of a workshop or event be cut short by Theatre Workout by more than 15 minutes, due to unavoidable circumstances outside its control, a pro-rated refund may be offered for the lost time, if the event cannot be extended at the end of the session. This may include issues such as travel delays affecting a workshop leaders inbound journey.
- Theatre Workout is not responsible for the delivery or cancellation of any 3rd party hospitality service. See the "hospitality" section below

Insurance

- For the safety of the client and employees of Theatre Workout, Theatre Workout Ltd holds Entertainers Liability Insurance covering all workshops and events created by the company. Insurance is held with Hencilla Canworth Ltd. This insurance includes:
 - Employers Liability: £10m
 - Public Liability: £2m
 - Products Liability: £2m
- Should any client require additional insurance they are advised to:
 - Contact Theatre Workout to increase the existing liability insurance for your group. This will incur a fee to the client
 - Arrange their own insurance to cover all aspects of their business with Theatre Workout
- Clients are advised to contact Theatre Workout in writing regarding any issue relating to Public Liability Insurance.
- Theatre Workout accepts no responsibility for any accident or event outside programmes created by the company. For any issues relating to third parties (including hotels, restaurants, theatres etc.) Theatre Workout may provide assistance, and groups are covered by that venue's own insurance. Any issues relating to services from Theatre Workout's partners should be reported in writing.

Child Supervision

- Theatre Workout is not responsible for your students during your visit and requires teaching or other school supervisory staff to be present at all times.
- Theatre Workout recommends school groups consist of at least 1 adult per 10 students.
- A minimum of 1 teacher **must** remain with the group at all times and encourages active participation by teaching staff in the workshop. Should no supervising staff be present at any time, Theatre Workout's staff are instructed to stop a workshop and remove themselves from the space until supervising teachers return.
- In an emergency there are always other members of staff on hand at a venue to help: front of house, office and education staff being the first port of call.
- Theatre Workout recommends that students under the age of 14 are always escorted by an adult when they need to leave the workshop space for any reason.

Photography and Filming

- Theatre Workout reserves the right to record any of its workshops for documentation, quality control and possible marketing purposes. This may include the taking of photographs or video. We will endeavour to provide advance notification to clients but may not always be able to do so, and is willing to share any images with the client.
- Theatre Workout permits clients the use of photography and filming in its workshops. Any copies provided to Theatre Workout for the companies own documentation would be gratefully received.
- Should Theatre Workout wish to use such documentation for its own marketing and promotion activities, the company will seek written consent for the items use.
- Permission to take photos or to film outside the workshop studio must be obtained from the venue management.

Risk Assessment

- Theatre Workout may be able to obtain Risk Assessments for clients when made available by the venue. Should a Risk Assessments not be available, appropriate contact information will be offered for clients to arrange to conduct their own Risk Assessment.

Venue Evacuation

- In the event of an emergency evacuation, please follow venue staff instructions.
- Please be aware that each workshop venue used by Theatre Workout will have its own evacuation procedure. Workshop leaders and group leaders should both take responsibility for checking evacuation procedures on arrival at the workshop venue
- Details of the Assembly Point can be obtained from venue staff

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Accidents and illness

- Theatre Workout staff are trained to avoid risk in any exercise, and will always exercise caution when conducting any exercise. However, Theatre Workout can take no responsibility for unavoidable accidents outside of its control during the workshop or within the workshop venue.
- In the event of a student suffering an accident during a workshop with Theatre Workout:
 - Both Theatre Workout staff and the group leader will establish what action needs to be taken and will put any measures in place together
 - Theatre Workout staff cannot provide any form of medical treatment. If necessary, Theatre Workout staff will contact the emergency services. The group leader must ensure that the child is cared for until further help arrives
 - Details of all accidents should be reported to the Theatre Workout main office in writing by both the workshop leader and the group leader
 - First Aid Kits are usually located within each workshop venue. Please consult venue staff if necessary

Emergency contact details

- Supervising teaching staff should have access to emergency contact information for the students in their care, and should have parental consent for the students to participate in any workshop with Theatre Workout.
- In an emergency, Theatre Workout workshop leaders will contact the Theatre Workout main office for more information.

Safeguarding Children

- All workshop leaders and assistants are made aware of the Department of Health's guidelines "what to do if you're worried that a child is being abused" and would alert the Theatre Workout main office of any concerns.

Police Checks/Disclosure

- Any member of Theatre Workout who may be unsupervised while working with students be subject to CRB checks. However, Theatre Workout recommends that Theatre Workout staff are never left unsupervised by the client.

Breaks

- During a standard two hour-long workshops no break is given. Students are permitted to use facilities within the venue if they need to go. Theatre Workout staff are not responsible for their supervision when outside of the workshop space.
- During a workshop of more than two hours, toilet and refreshment breaks will be provided. Students and/or school staff must provide the groups refreshments unless arranged with Theatre Workout in advance.
- Day Long Workshops: Theatre Workout may be able to arrange lunch to be delivered to the workshop venue by arrangement. Alternatively students can bring a packed lunch or make provision to purchase lunch locally.
- Most studios do not allow consumption of food without permission. If you want to hire the studio for your group to eat packed lunches etc after your workshop, studios must be hired for the extra time and a member of Theatre Workout staff must be present to ensure the space is left as it was found as we are responsible for the studio.
 - Written permission must be received from Theatre Workout confirming the venue's consent and the extra hire must be paid for.
 - If workshops are cut short to enable you to eat without the extra hire, written consent is still required and permission must be sought from the venue management.

Hospitality Services:

- As part of Theatre Workout's bespoke services, additional activities and services can be added to your booking on request.
- These services include theatre tickets, backstage tours, meals, travel by coach and train, B&B accommodation and more. Theatre Workout has access to considerable discounts with savings passed on to clients.
- Any booking can be amended as required before payment is received. Post payment, no refunds or exchanges are offered under any circumstances.

Tickets & Vouchers:

- Tickets for theatre performances, attractions etc. may be forwarded to you if provided by the venue. However, in most cases, Theatre Workout will provide you with vouchers for any activity booked.
- No tickets will be sent to clients based outside the UK. Vouchers will be sent for all third party activities by email and/or post.
- Vouchers will also be provided if despatched tickets are lost or stolen. Duplicate tickets will never be despatched a second time. If tickets do not arrive, or are lost, please ensure you notify Theatre Workout in advance so arrangements can be made.
- **Restaurant** reservations are advised when booking a group. Most restaurants will offer a set menu for group bookings, and request a pre-order for your group up to seven working days in advance of your visit. This will allow restaurants to make all necessary arrangements for your group to speed up service and ensure you can make later reservations and bookings.

Travel:

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- Travel arrangements are usually exempt from VAT.
- Train travel can only be booked up to twelve weeks in advance. If booking more than twelve weeks in advance, Theatre Workout can quote for travel based on current prices, but cannot guarantee availability or final prices until tickets are released for sale.
- Coach travel can be booked in advance, and is generally considerably cheaper than train travel.
- Theatre Workout is happy to arrange air travel, however prices change frequently and tickets cannot be reserved. If booking flights with Theatre Workout, immediate payment is required to secure flight tickets.

Hospitality cancellations, delays and complaints:

- Theatre Workout acts as an agent on behalf of its suppliers for all hospitality services and is therefore not responsible for the delivery of each activity booked
- Theatre Workout will operate under guidance from each supplier regarding the scheduling of each activity booked through Theatre Workout
- Theatre Workout accepts no responsibility for any costs incurred to a client due to delays, cancellations or errors caused by a supplier
- Should a hospitality activity be cancelled by the supplier, a full refund will be sought by Theatre Workout on a client's behalf at the earliest opportunity
- Should any costs be incurred by the client as a result of delays, cancellations or errors caused by the supplier, Theatre Workout will seek compensation on the client's behalf
- Theatre Workout accepts no responsibility for any changes to a schedule caused by its suppliers
- If a client cancels a 3rd party booking no refunds will be available from Theatre Workout
- Should a group be delayed or they do not show for a workshop or other activity, no refunds will be issued.
- Theatre Workout advises clients to arrange for group travel insurance as part of their visit to cover any unavoidable delays or cancellations out of their control.

Customer Service:

If you have any questions, concerns or complaints regarding your booking or the service received from Theatre Workout or its partners, please contact Theatre Workout in writing using the details above.

While Theatre Workout is not responsible for the service delivered by its partners, it is important to the company that service is of the highest standard and will endeavour to assist in any way possible.

If you have any questions regarding your booking, please contact Theatre Workout on the details below.

We thank you for booking with Theatre Workout and we hope you enjoy your theatre booking. We look forward to working with you soon.