

# ART NINJA HQ - TERMS AND CONDITIONS OF USE

ACTIVITEA CIC (T/A Art Ninja HQ and Ninja-Swim) Company Number 11644690. Director: (Jacqueline) Mia Monroe



01/01/2021

**COVID-19 PROCEDURES** Please ensure you read the procedures which are in place to ensure everyone stays safe and well. When you check in they will be explained to you so don't worry. Ensure safe distances are kept and that you sanitise hands regularly, when you leave the room to use the toilet and when you return. Masks are worn when you are entering through the Hub, going to the toilet, walking around the studio to make a cuppa or gather materials but you can remove your mask when seated at your workstation. If you are exempt from mask wearing for medical reasons please let staff know so they can support you.

**EXIT** from Art Ninja HQ is out of the back door and round the back to ensure there are no crowds in the entrance. Relax and enjoy.

**ACCESS** to Art Ninja HQ is through the main entrance. There is a security door there so I will need to let you in. If you are booked in to a specific time slot I will let you in just before so only come a few minutes before to avoid groups gathering in the small space. If you are dropping in and can't get anyone's attention by ringing the Art Ninja HQ doorbell, please just text 07802 478515 and I will come and open the door.

**BOOKING** can be made in person at Art Ninja HQ, online through the website, by text or phone.

**PAYMENT** Book and pay for sessions in advance or on the day. There is a card payment device at Art Ninja HQ to take card payments (or donations) which makes it really easy. If you would like to pay directly into the bank please add a reference note so I can connect it to the booking.

**BANK ACCOUNT DETAILS** ACTIVITEA CIC Sort Code 20-63-28 Account number 70554405

**CONTACT DETAILS** Ensure contact details are kept up to date at all times, especially a mobile number in case of cancellation or other information which needs to be shared before a session.

**DROPPING OFF and COLLECTING** There is parking on site but this is very busy at certain times of the day so spaces are not always available. It is possible to swing by and drop off though while the car is parked elsewhere.

**PARKING** Queens Park Community Hub has onsite parking but it is very busy, there are 2 disabled parking spaces should you require one. Art Ninja HQ is a 20 minute walk from the bus and train station. There is free parking on South Park just near the pedestrian crossing, where you would park to access South Common and Council car parks down the High Street.

**CANCELLATION - WORKSHOPS AND COURSES ONLY** A minimum 7 days notice if you are unable to attend a workshop or course session, as we invest in materials for each attendee. Any less than 7 days notice and the full cost of the sessions booked must still be paid unless someone can attend in your place. Please let me know if you are unable to attend at short notice as we may be able to book you into something else or on a different date. No refunds should be expected for non-attendance unless we have been able to fill your place from the waitlist, if you get in touch I am happy to help.

**IF WE CANCEL** If this should happen (and I can assure you it is not very likely!) we will issue a full refund and you will be informed by text /email as soon as we are aware of this.

**CLOTHING** Some of the materials that are available will stain, creativity can be a messy business! Please ensure old clothes are worn. We cannot accept responsibility for damaged clothing and shoes. Due to Covid-19 it is best to bring your own or an old shirt works well.

**IN THE EVENT OF AN EMERGENCY** Attendees consent to the seeking of appropriate emergency medical assistance. Staff or tutors should be made aware of any allergies, this is the responsibility of the attendee to ensure nothing in the studio will cause them harm or illness.

**PHOTOGRAPHS** Attendees agree to photographs being taken and used for display and promotional purposes. If you object to this please let us know and we will happily accommodate your wishes. Children will not be photographed without consent, generally speaking if photographs are taken it will be from behind without faces showing.

**CONFIDENTIALITY** All details of attendees are held securely and confidentially and destroyed after 30 days.

**POLICIES** Copies of our policies are on [www.ArtNinjaHQ.com](http://www.ArtNinjaHQ.com) website and available to view in Art Ninja HQ. Please familiarise yourself with them all.

**COMMENTS AND COMPLAINTS** If you are unhappy (or happy!) with anything whatsoever at Art Ninja HQ please talk to Mia in confidence either in person, text 07802 478515 or by email to [TeamActiviTea@gmail.com](mailto:TeamActiviTea@gmail.com)