

TERMS & CONDITIONS FOR YOUNG AT 'ART

Cool it Art provides free art classes for Adults via the Young at 'Art programme, these sessions include art materials to be able to take part as well as complementary refreshments for the sessions held on site - there are no refreshments provided on gallery visits due to the nature of the venue. All our Artists are DBS checked and have First Aid Training. All participants or carers on behalf of participants will have to sign a registration form to attend.

ETHOS

We aim to have a peaceful environment where people of all ages can learn to be creative and it is important to respect the other participants and their experience of the programme.

Participants that are disrespectful, rude, or aggressive will not be tolerated in the sessions or at any other Cool it Art activity. If a participant is being disruptive or ruining the session atmosphere Cool it Art has the right to excuse them from the session. If this happens then the participant may be asked not to return.

GUIDELINES

1. Be respectful to the session leader, classroom, tools, and materials being used
2. Wait until the session introduction is over before asking questions about the instructions
3. Be respectful to others and the artwork they create
4. Be respectful to yourself and the artwork you create

COMMUNICATION

Participants will receive a text on the day of the session as a reminder of the session theme.

If you need to get in contact with the session leader texts/emails are only to be sent within working hours; working hours are as follows - Wednesday - Thursday: 10am - 4pm

Communications won't be responded to outside of these times - response time may vary depending on work schedule.

Any external activities outside of Cool it Art, delivered by other organisations are not under Cool it Art's remit to respond to and need to be followed up directly with the other provider.

PHOTOGRAPHY/FILMING

As stated on the registration form you can opt in or out of photography/film, artworks where appropriate will still be recorded as part of our monitoring process for funders.

COMPLAINTS

Our full complaints procedure is on the website under policies; written complaints may be sent to Cool it Art at 5, Glasshouse Walk, Vauxhall, London, SE11 5ES or by e-mail at coolitartclasses@gmail.com . Verbal complaints may be made by phone to +44 (0)7867798902 or in person to any of Cool it Art's Staff or Director's at the same address as above or at any of our classes/events.

By attending a session you are agreeing to follow the above terms and conditions.