

Learning Agreement

Completing the booking for the course signifies your agreement to the following terms. Please note that Camden Arts Centre reserves the right to ask any individual not complying with the terms to leave. We hope you enjoy your course here at Camden Arts Centre and thank you for booking on to one of our courses. All profits support our programme and charitable aims. If you have any questions, please contact Livvy Murdoch livvy.murdoch@camdenartscentre.org or telephone on 020 7472 5500.

Refunds & Cancellations

Bookings are non-refundable and non-transferable, unless the course is cancelled by the Centre. Any sessions that you are unable to attend cannot be refunded and any missed sessions cannot be reallocated. When booking, please ensure it is for the correct course taking place on the dates that you are able to attend before confirming with payment.

Course Fees

Ensure you are paying the right rate. Full guidance on course fees, including full fee, senior fee (65+) and eligible concessions is below. You will need to bring evidence with you of your concession to register on the first session. We reserve the right to review and make changes to course fees and concessionary information as required.

Full fee

The full fee is paid by everyone who doesn't qualify for the senior or concessionary fee.

Senior fee

If you are aged 65 years or over at the start of the course you are eligible to pay our reduced senior fee. If you are aged 65 years or over with a household income of under £16,000 you are eligible for the concessionary fee. See below.

Concessionary fee*

The concessionary fee is available to attendees who are in receipt of the following:

- Pension or Savings Credit
- Aged 65+, with a household income of under £16,000
- Working Tax Credit
- Income Support
- Jobseeker's Allowance
- Employment and Support Allowance
- Disability Living Allowance or Personal Independent Payment
- Incapacity Benefit
- Universal Credit
- Housing or Council Tax Benefit/Support
- Carers Allowance
- Child Tax Credit and have a household income of under £16,000
- Full-time students with NUS cards

*Information gathered from updated government guidance: <http://www.gov.uk/browse/benefits>

Evidence checklist

Please check that your evidence:

- is dated within the last 6 months from the start date of your course
- shows your name as a claimant
- is presented to us on the first day of your course, upon registration at the Bookshop

If you are on in receipt of benefits which are not listed above, are unsure as to how to evidence your benefit or have any questions please contact Livvy Murdoch livvy.murdoch@camdenartscentre.org or telephone on 020 7472 5500.

Policies

Access to Studios

Studios are not accessible to students outside of course times. You may arrive 5 minutes before the start of your course, giving artists preparation time to set up for your course session. Please allow sufficient time to clean up before the end of your course session so the studio is clean and tidy for the next group. For ceramics courses please note we can only fire ceramics that have been produced during courses at Camden Arts Centre.

Collecting Work – Drawing Studio

During term time, please be prepared to take home your work at the end of each session as storage is limited and we cannot guarantee the safety of your work between sessions. Work that requires drying may be stored until the following session. All work must be taken home on the last day of the course. Due to storage restrictions any work which requires drying will be stored no longer than 3 weeks after the end of the course, at which point the studio will be cleared.

Collecting Work – Ceramics Studio

Participants on our ceramics courses will be provided with a pre-arranged collection date to pick up works that have been fired. If you are unable to collect your work on the allotted date, please contact Livvy Murdoch using the details listed at the end of this document to make alternative arrangements. Due to storage restrictions, works will be stored for no longer than 3 weeks after the stated collection date, at which point the studio will be cleared.

Firing Work – Ceramics Studio

Course prices include firing costs, with appropriate restrictions on quantity and scale. A handout detailing guidance on these restrictions will be provided on the first day of the course and displayed on the noticeboard in the studio.

Participants may not enter the Drawing or Ceramics Studios unattended. To collect work outside of the stated collection date please contact Livvy Murdoch to ensure a staff member is available to assist you and that the studios are not in use. It is the participant's responsibility to collect work or make alternative arrangements to do so within the stated time frame. Please note, Bookshop staff are unable to leave the desk to escort participants to the studio.

Course Structures

Courses at Camden Arts Centre give participants the opportunity to learn new skills and techniques. The course you will be attending has been designed by an experienced tutor who will determine content, structure and amount of work that can be achieved within the time frame of the course. By booking on a course you are agreeing to follow the structure as planned by the tutor and as disseminated on the first day of the course.

Repeat attendance

Participants are able to book and attend as many courses as they choose as part of the programme, unless otherwise stated. This includes attending the same course more than once. However, please do consider progression and ability levels as detailed below.

Ceramics: Progression and Ability Levels

Please book onto the appropriate level course for your ability. Course attendees wishing to work on personal projects for the whole duration of a course are encouraged to book onto Ceramics: Extended

Practice or one of the three-day intensive courses. Recommended experience levels are suggested within the course description.

Age Restrictions

Adults' courses are 18+ unless otherwise stated. We operate strict age restrictions on our children's courses; please ensure you are booking onto the correct age range for your child.

Access

The building is fully wheelchair accessible. On-site parking for disabled visitors is available; please call in advance to reserve a space (020 7472 5500). Please visit our [access page](#) on our website for more information on getting here, parking and facilities.

- If you or your child has access requirements and would benefit from additional support on one of our courses, we would be happy to allow a family member or carer onto the course free of charge in a support capacity.
- If you would like to discuss how we can support your access requirements, please contact Livvy Murdoch using the details listed at the end of this document.

Conduct

Camden Arts Centre encourages a positive working environment and as such we expect people to be courteous and respectful towards all members of staff and other participants and visitors at all times. All course participants are asked to:

- Be mindful of their fellow course attendees needs and to ensure fair use of studio space and materials.
- Respect and observe the rights and feelings of fellow course attendees.
- The decision of Camden Arts Centre is final in relation to all matters of conduct and discipline.
- Camden Arts Centre will not tolerate violence or intimidating behaviour towards staff or other visitors and participants.

Privacy and Data Protection

Camden Arts Centre may keep personal information about you on paper and in a computer database. We will use and hold your personal information that you submit to us for a range of operational and record keeping purposes that is strictly necessary and to provide you with an individually tailored range of services. Camden Arts Centre takes the privacy of all its customers and users seriously. We strive to take great care with customer and user information. We operate in accordance with current data protection law. Please see our [Online Privacy Policy](#) for further information. If you wish to subscribe to e-newsletters for our courses or other Centre activity, please sign up [here](#).

Support Camden Arts Centre

Camden Arts Centre is a charity. The generosity and enthusiasm of our individual supporters is crucial to our growth and success. By becoming a Friend or a Patron, or by making a one-off donation, you will enable us to continue to deliver a programme which engages our audiences in the ideas and processes of today's artists, and the artists who inspire them. If you would like to find out more, please speak to Bookshop or visit our website: www.camdenartscentre.org/support

Café Guidelines

The Café is a franchise and runs as a separate business to the Centre and is open to everyone. Please be aware of the following

- Food and drinks purchased outside the centre may not be eaten within the Café area.
- We do not reserve tables or offer a pre-booking on food service.
- During busy times please be patient.
- Patrons and Friends of Camden Arts Centre are entitled to 10% discount on food and drinks and should show a current membership card to be entitled to the discount in the Café.