

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.

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.

Eligible Concessions

Concessionary fees are available to attendees who are in receipt of housing and council tax benefits, income support, jobseeker's allowance or a state pension (60 years +), full time students with NUS cards or those who are registered as disabled.

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 tutors 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.

Participants may not enter the Drawing or Ceramics Studios unattended. To collect work outside of the stated collection date please always 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.

Five Week courses

Five week courses run twice. Please only book a single place on one of the two courses to ensure as many people as possible are able to participate.

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: Personal Style. Recommended experience levels are suggested within the course content.

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.

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.

Café Guidelines

Our Café offers a fresh daily selection of home-style food, fresh juices and hot drinks. The Café is a franchise and runs as a separate business to the Centre and is open to everyone. We are grateful for your patience at busy times as tables may not always be available and service may take a little longer. The Café staff is a small team who work extremely hard to deliver a high quality service with an exceptional level of food and drinks.

Please be aware of the following

- Food and drinks purchased outside the centre may not be eaten within the Café area.
- We operate a first come first served policy.
- 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.

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). Paid parking is available at the O2 Centre, 400 meters away. On-street parking is restricted except for Sundays.

If 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.

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.

Opening hours

Closed Monday

Tuesday – Sunday: 10.00am – 6.00pm

Wednesday: 10.00am – 9.00pm

Become a Friend or Patron

We are a registered charity and value the generosity of our supporters which enables us to remain a free and exciting destination. Show your support for Camden Arts Centre by becoming a Friend for £30 (or £27 purchased via direct debit on our website) and enjoy these benefits:

- 10% discount in our Café (on production of a current members card)
- 10% discount in our Bookshop (excluding Artists' Editions)
- Invitations to exhibition previews and supporters events
- Regular email updates with news and dates for your diary

For those of you who would like to become more closely involved with the work of the Centre we have a Patrons scheme, which includes a wider programme of activities and benefits. If you would like to find out more about joining either our Friends or Patrons schemes, please speak to one of our staff at the Centre's front desk or visit our website: www.camdenartscentre.org/support

If you have any questions please contact Livvy Murdoch, Education Coordinator, via email livvy.murdoch@camdenartscentre.org or telephone on 020 7472 5500.