

## TERMS AND CONDITIONS

### ENROLMENTS

We look forward to you visiting the Bristol Folk House. To ensure you are fully prepared and make the most of your time with us, please read our terms and conditions thoroughly. If you need to speak to a member of our team, please call the office on 0117 926 2987.

**To book a course or workshop – call us on 0117 926 2987**

*-for easier booking please make a note of the course title, day, and course code. –*

**You can enrol in person or over the phone\*.**

- We accept cash; card payments and cheques (please do not send cash or credit card details in the post or via email).
- If you would like to pay by cheque, please contact the office in advance to check the availability on your chosen course of workshop.
- *Please make cheque's out to the Bristol Folk House Co-op Ltd and post them to 40a park street, Bristol BS1 5JG. Please include a S.A.E. If you require a receipt.*
- The folk house reserves the right to refuse any enrolment requests.
- Places are booked on a first-come-first-served basis upon receipt of full payment. We cannot hold spaces on courses.
- On booking and paying for a course or workshop you will receive a booking and payment confirmation by email.

\*We do not currently have online booking facilities but we are working on it. But please do just give us a ring and speak to one of our friendly office staff and we will be able to help you with your request.

#### **Further details**

- You will need to have paid in full for your course or workshop to guarantee your place. We do not accept deposit or part payments.
- Courses and workshops are becoming increasingly popular, so please book early in order to guarantee your place. If you want to take advantage of our early enrolment day, please become a Bristol Folk House Member ([link](#)).
- You must be over 18 years old to attend a course or workshop at the Bristol Folk House.
- All our courses and workshops are non-accredited and will not receive a certificate for attending – 'learning for pleasure'.
- Course fees are based on reaching the minimum class number. We may need to cancel or postpone a course or workshop if we do not recruit this number. We will contact you 48 hours before it is due to start to let you know. If a class does not reach its minimum number, we will offer you a full refund or transfer to another course or workshop.
- Some courses may involve additional costs for materials. Some costs will be included in the course fees; others will be outlined on the website under the materials list section.
- If a course has already started please call the office as it may be possible to join after the start date. This may only be possible if the course is not already full, if it is not disruptive for the other students and you are aware that you have missed a percentage of the course and the tutor will

not have time to catch you up. This will be at the discretion of the Folk House. We run our courses termly, so it might be best to start at the beginning of the course.

- You must make sure you can attend the full course. Please do not commit to a course or workshop if your circumstance may change e.g. work commitments, childcare issues, moving away etc. Missed classes cannot be made up or refunded. Some tutors may offer homework for missed session.
- Waiting lists are used to indicate your interest in a course but it does not guarantee you a place and you are not obligated to enrol. People on waiting lists will be informed when a course is planned or when an enrolled student cancels. We will contact you via telephone.
- You may transfer to another course or workshop up to 7 days before the start date. A £5.00 admin fee will occur. We can only transfer you to a course that has space available and we can only transfer courses within the current term. If the course or workshop is more expensive you will need to pay the difference.
- You can transfer your booking to another person at any time before the course or workshop has started, a £5 admin fee will occur.
- If you think that your course is the wrong level for you, please do speak to your tutor as soon as possible. If we agree that the level of the course is too high or too low, we'll try to transfer you to a more suitable course at any time, as long as one is available.
- If you would like to speak to a tutor before enrolling to make sure the course or workshop is right for you, please contact the office. Tutors are not responsible for enrolments and will only be able to advise you on the course content not on availability.
- We may need to contact you before or during your course. Please make sure you inform us if your contact details change. Only if you give us permission will we add you email to our emailing list. Your tutor may need to contact you before or during your course. This will be via email or by phone.
- Class sizes are kept small to allow students to gain the most out of their class and for health and safety reasons. Once the class has reached maximum capacity we will not allow anyone to join the class.
- If you have any additional needs, please let us know in advance so we can make arrangements for you.
- Carers are allowed to attend for free as long as they are not participating in the course or workshop. Please make sure this is stated when the student enrolls. The carer will be added to the register for fire safety reasons. Please make the office and tutor aware if the carer attending will change throughout the course.

## **FEES**

We are committed to keeping our course prices low. We do offer concession rates for anyone over 60 or claiming the benefits listed below. As we are a self-funded organization we receive no financial support in order to offer these rates.

### **Benefit Rate**

The concessionary rate is for those whose sole source of income is from a state benefit. We accept Universal Credit, Income Support, Job Seeker's Allowance and Employment and Support Allowance. Please show a recent letter or statement stating your benefit when enrolling. We will need to see these proof of benefit each time you enrol. If you can afford to pay the full price, please do not ask for a concession as we are a charity and rely on student fees to keep us going.

## REFUNDS

In the event that we have to cancel a course, we aim to inform you 2 working days before the start date, or at least 24 hours before a day workshop. If we have to cancel a course, then you will receive a full refund.

- If a course is cancelled prematurely, a partial refund will be given.
- We process refunds as quickly as we can. Cancelled courses are prioritised. We will refund you using the same method of payment.
- If you paid by credit note or gift voucher the same refund policies apply.
- If you wish to cancel your place you must inform us up to 7 days before the start date of your course or workshop. In this case, you will receive a refund minus a 10% admin fee. (10% of the course fees or £5, whichever is greater).
- If you give us less than 7 days' notice, or your course or workshop has already started a refund will be not given.
- If you are requesting a refund due to an illness, medical condition, disability or injury that will prevent you from participating in the course or you are the full-time carer for someone and their health has prevented you attending, we will consider a pro-rata refund for the sessions you have missed or transfer you to a more suitable course.
- We consider all requests on an individual basis, depending on the circumstances and at this discretion of the General Manager. We may ask to see a medical note.
- If your refund request doesn't fall within the areas listed above, it's possible that you are not eligible for a refund.
- We cannot give refunds for circumstances beyond our control e.g. war, terrorist activity, industrial dispute, bad weather, fire and flood.
- If your circumstances change e.g. due to work commitments, childcare issues, moving away etc. a refund will not be given.

## LEVELS

We offer a range of courses at all levels and our tutors make every effort to accommodate your individual needs. Before choosing, please read the course descriptions carefully and keep in mind the following to help you decide which is the most appropriate level of course for you:

**Beginners** - if you have not done the subject before, or have only had a small amount of experience of the subject.

**Intermediate** - if you have some prior experience of the subject but do not yet consider yourself to be at an advanced level.

**Advanced** - if you have done a significant amount of learning in this subject already, and wish to further advance your skills. You are able to work with some independence within the subject.

**All levels** – for people at beginners, intermediate or advanced levels with support given appropriate to your level. Please be aware that the class will be made up of students of differing levels of experience.

To join all of our courses you must be able to follow written and verbal instructions and you may be invited to take part in group discussions. Please look at the rest of the course outline carefully to decide if you may benefit from any additional support to help you to take part in this class. Please contact the office if you require any further information.

If you have a disability, learning difficulty or mental health issue which may affect your participation in your chosen course please contact the office prior to enrolling. If you will need to bring a carer or support worker with you to the class, please inform the office when enrolling so we can make arrangements.

## **CHANGES TO THE PROGRAMME**

The Co-operative reserves the right to change tutors, courses and times after the publication of the programme. We are unable to grant a refund on the grounds of a change of tutor. Tutors may have different teaching styles; however, we guarantee a consistency in the quality of the teaching. Make up classes will be arranged if a tutor has to miss a class. If this make up class cannot be arranged, you will be refunded for this class. We will contact you by phone and email to let you know a class has been cancelled. If on the rare occasion, that we have not be able to contact you, we will offer you a hot drink voucher for the cafe.

## **ABOUT YOUR VISIT**

- Please arrive 5 minutes before a class. Please wait outside for the tutor to invite you in. If you require any assistant, please speak to the Duty Manager in reception. If you arrive early, please take a seat in the cafe.
- The classrooms are listed on the board in reception. If you are unsure of where to go, please ask.
- Please make sure you have checked the materials list online before attending. Any questions please ask the office to put you in touch with the tutor.
- If you have a disability, learning difficulty or mental health issue which may affect your participation in your chosen course please contact the office prior to enrolling. If you need to bring a carer or support worker with you to the class, please inform the office when enrolling so we can make arrangements.

**We apologise but unfortunately, we have no wheelchair access or facilities.**

### **Refreshments & Facilities**

We have a lovely café situated on site. They serve food from 12-3pm. We do not allow anyone to consume their own drinks and food in the café or courtyard. You can take food and drink from the café into your classroom as long as the tutor permits it and we ask that you return the cups and plates afterwards. Recycling bins are provided throughout the building.

### **Further information**

- All artwork and pottery must be taken home at the end of term. We don't have any storage facilities for students. Pottery which is not collected by the end of the following term will be recycled.
- Please ensure that your mobile phone is switched off, or is on silent, during the class.
- We have no changing or shower facilities however you may use the toilets to change in for exercise and dance classes.
- All students are asked to show respect to all staff, tutors and other students, and behave in a responsibly and safe manner at all times. You may be asked to leave if these standards are not met.
- We are unable to accept responsibility for any damaged to or loss of personal property. Anything left in the building will be placed in our secure lost property.
- Under no circumstance will a child be allowed in a classroom. We are an adult education centre and we are not covered for anyone under the age of 18. Please respect this. If you do bring a child into a class, the tutor or member of staff will ask you to leave.
- We also ask that no dogs are allowed in the building with the exception of guide dogs and assisted dogs. They are welcome in the courtyard. You are responsible for your dog at all times and may be asked to leave if seen to be antisocial.
- No smoking/ vapour/ e-cigarette is allowed in any part of the building we have a courtyard garden and balcony where smoking is allowed.

## **FEEDBACK AND COMPLAINTS**

If you would like to give us feedback or are not satisfied with any aspect of our service, please click [here](#). We aim to listen to your comments and complaints as best we can and take action where necessary.

## **DATA PROTECTION AND PRIVACY STATEMENT**

We have an obligation to keep personal information secure and we are committed to protecting the personal information of all our students. All our employees and data processors are obliged to respect the confidentiality of our student's personal data. We ensure that your personal data will not be disclosed to any third-parties for marketing or sales purposes except if required by law. You may be emailed from time to time to gain feedback to monitor our performance to improve the quality of our courses and workshops. Paper records will be kept for two terms and then destroyed. Electronic records are kept for longer. If you have not attended a course in the past 5 years your record will be removed from our system.

## **WEBSITE**

On this website, we use cookies\* to enable us to monitor the use of our site and whether visitors are new or repeat users. We do not store personal information. You can manage cookies by editing your browser preferences (check the advanced features). \*Cookies are the files which enable us to hold information on the times and dates visitors have used our website. (getting confirmation from website people).

## **GIFT VOUCHERS**

Gift Vouchers can be purchased from the Bristol Folk House reception or by calling 0117 926 2987.

- Gift vouchers are valid for one year from date of purchase.
- They can only be used on course and workshops. They cannot be redeemed in the cafe.
- Gift Vouchers can be purchased for an amount of your choice or you can book someone who to a course of workshop of your choice.
- Gift Vouchers cannot be exchanged for cash.
- Gift Vouchers cannot be returned or refunded.
- Each voucher will have a unique code and will be listed under the recipient's name.
- Please allow 5 working days for delivery if you have requested them to be posted. A cost of £1 will be applied for postal deliveries. They can be collected from the reception free of charge.
- Gift Vouchers may be used to purchase a course of a higher price than the value of the Gift Voucher the difference will need to be settled. If the course of a lower value, with the difference can be used at a later date.
- Under no circumstances can you extend the validity period the voucher.
- If a course you purchase with a Gift Voucher is cancelled, you may transfer to another course. We may offer you a refund in the form of a new Gift Voucher.
- If you booked someone on to a course or workshop and they are unable make the dates, our general terms and conditions apply.

## **PHYSICAL ACCESS TO THE PREMISES**

Much as we would like to provide access for all, the Folk House has no disabled access or facilities. We have no onsite car parking but there are many paid parking spots in the area. Please ask us for details on parking, bus and bike routes or visit our 'Contact Us' page for more details.

The Bristol Folk House was designed in the 1960's before access and equality issues were integral to the development of any centre. It is designed on multiple levels with steps between the levels. Front access is via a corridor and steps which are not in the ownership of the charity and which it is impractical to adapt. Rear access is via a significant flight of steps. DDA assessment of the premises has been undertaken and providing level access for wheelchairs etc. is deemed impractical. Within the physical constraints of the premises, the Service Provider will seek to make the services of the Folk House available to as wide a range of people as is practically possible.

## **CHOIR**

- The choir meets on Tuesday evenings between 7.45pm and 9.45 pm, there is tea break within this time.
- The choir does not meet during half term - please check term times to see when the next half term will be.

- Bookings are arranged on the day so please arrive in time to book, pay and be ready to start singing at 7.45pm
- Prices are either £6 per class, if you sign up for the whole term at the beginning, or £8 per session drop in.
- Bookings are non-refundable. For our full terms and conditions please ask the Folk House staff.
- If we reach full room capacity priority for places will go to choir members who have already signed up for the full term.
- The choir will sing predominantly folk songs, with scope to also incorporate contemporary and world music too, this is at the discretion of the conductor.
- Any complaints or special requests please do contact the Bristol Folk House General Manager to discuss.

## **DARKROOM**

For all enquiries about the darkroom and become a member please contact the Darkroom Manager – 0117 926 2987 or email [darkroom@bristolfolkhouse.co.uk](mailto:darkroom@bristolfolkhouse.co.uk)

If you are a member and want to book a session, please call 0117 926 2987 during office hours. We will be asked to pay a £5 deposit and you will be required to pay the balance on the day of your booking. All deposits are non-refundable. Please provide your own paper. All chemicals are included in your session fees. For a full equipment list please contact Wendy.

As a user of the Darkroom facility it is your responsibility to:

- Attend a short free induction before using the darkroom facility.
- Read and familiarise yourself with the induction booklet, Health and Safety, fire evacuation, and our policies and procedures.
- Ensure you have sufficient darkroom experience to use the space without assistance or supervision.
- Understand that no individual aged 18 and under can be allowed access to the darkroom facility.
- Understand that all attendees must have had an induction and paid for the session.
- Adhere to our no food policy in the darkroom.
- Ensure you provide your own paper and negative files during your booked sessions.
- Leave the darkroom clean and tidy for the next booking.
- Return the keys and any lenses back to reception.

Our responsibility is to:

- Provide a free induction to all new users, which gives a full run through of all available equipment, our policies, procedures, health and safety.
- Provide black and white film chemicals to enable users of the darkroom facility to process their films and to produce black and white prints.
- Provide all the equipment you need, to enable your darkroom session to be productive.
- Maintain all equipment in the darkroom for use.
- Inform you of any changes to these terms and conditions promptly.
- Please refer to our general terms and conditions for more details.

## ROOM HIRE

By Booking with the Folk House you are agreeing to the following terms and will comply with all laws and regulations affecting the use of the premises. The folk house cannot be held responsible for the behaviour/actions of the hirer or their representatives on/off the premises at any time this includes promotion/flyposting.

### Bookings

To make a booking please call 0117 9262 987 email [claire@bristolfolkhouse.co.uk](mailto:claire@bristolfolkhouse.co.uk) or fill out the website booking form.

All room hire bookings are processed by Claire. Please request to speak to her when calling.

Please allow setting up/clearing up time in your booking request.

### Health and Safety

- No smoking/ vapour/ e-cigarette is allowed in any part of the building we have a courtyard garden and balcony where smoking is allowed.
- Please don't block gangways and fire exits
- The hirer is responsible for, preventing disorderly behaviour, overcrowding, and ensuring that health and safety requirements are observed. A responsible person must be present and able to supervise at all times.
- There are fire extinguishers throughout the building and there will always be a fire marshal working.
- If there's a fire, please follow the fire procedure listed in all rooms and around the building.
- It will remain the responsibility of the facilitator to ensure all delegates sign in/out at reception.
- You the hirer are responsible for ensuring that all attendees know the locations of the fire exits and fire assembly point.
- A first aid kit is located at reception.

### Loss/damage

Please let us know of any damage to the room or equipment. You may be asked to pay for any repair or replacement costs due to damage or loss caused while the room was hired to you. Please ensure the room is locked at all times when not in use and the key is returned to reception if leaving the building. Please ensure you have all of your belongings when leaving the room.

### Noise

Please don't make excessive noise as this may disturb others in the building or neighbours. We are in a residential area and have noise restrictions and we reserve the right to terminate a booking if noise levels aren't being adhered to. In accordance with our public entertainments license all doors and windows must be kept closed while music is playing.

### Equipment

- Any electrical equipment being brought into the building for use at a function or event must be PAT tested by a qualified electrician. We may ask to see a PAT certificate.
- The responsibility for this remains with the room hirer. All electrical equipment being brought into the building must be identified to reception at time of booking.



- We have pat tested extension cables available from reception.
- We also have flip chart (£6) digital projector (£10) CD player (£6) which can be added to your booking.
- We have TV screens available in music room, 2/3, 4 and 5 which can be connected to a laptop through HDMI or SVGA cable free of charge.
- Please make sure you are familiar with your equipment. We don't have technical support on site – if you need to come in early to test equipment please let us know.

### **Risk assessments/ Insurance**

It's a condition of booking that all groups have adequate public liability insurance. A minimum of £5 million is recommended. We reserve the right to request a copy of the insurance certificate at time of booking. It's the responsibility for the hirer to complete a risk assessment for any activities or events. We may request a copy of this at time of booking.

### **Animals**

Unfortunately, no animals/pets are allowed inside the building, with the exception of guide dogs and assisted dogs, please make us aware in advance. Dogs are allowed in the courtyard garden/balcony. You are responsible for your dog at all times and may be asked to leave if seen to be antisocial.

### **Access/ Parking**

Much as we would like to provide access for all, the Folk House has no disabled access or facilities. We have no onsite car parking at the Bristol Folk House but there are many paid parking spots in the area. Please ask us for details on parking or see our website for more detail. We are on a busy bus route and have plenty of bike racks in our courtyard garden.

### **Cancellations**

All cancellations must be sent in writing 7 days before the day of hire. For all cancellations after this time, or any no shows, the full booking price will be charged.

### **Deposits**

- A deposit for weddings will be required of £300.
- For all weddings/parties we will require a £200 cheque for a damage deposit which will be shredded/given back after the event.
- We may ask for a deposit for block bookings made in advance.

### **Payment details**

- All fees must be paid prior to the event or 30 days after the invoice is created.
- Payment is accepted through bacs, cash, card or cheque.
- Telephone payments can be made via the chip and pin machine.
- Cheques made payable to: Bristol Folk House Co-op Ltd
- For card payment call the office on 0117 926 2987
- BACS Payment:

Unity Trust bank  
Sort Number: 08-60-01  
Account number: 20024927  
The Bristol Folk House

[claire@bristolfolkhouse.co.uk](mailto:claire@bristolfolkhouse.co.uk)

0117 926 2987

The Bristol Folk House

40a Park street

Bristol

BS1 5JG

## **LIVE MUSIC/GIG – BOOKINGS AND TICKET SALES**

To book tickets please call our ticket line on:

0117 926 2987

Or pop into the Folk House and buy them from reception.

The Bristol Folk House

40A Park Street

Bristol

BS1 5JG

[How to find us](#)

Box office opening times:

Monday – Saturday 9am – 5pm

Closed Sundays

- Unfortunately, we have no Disabled access or facilities
- Tickets are non-refundable
- Unreserved seating (seating is available at all gigs)
- The Folk House sells all tickets on behalf of the organisers, promoters and artists.
- Tickets may be available from other ticket outlets. Please see individual gig information.
- An admin fee is included on all ticket prices sold by the Folk House.
- We will ask for your full name and phone number when booking.
- We may need to contact you in the gig gets cancelled. Personal details will never be shared with a third party.
- The full ticket price must be paid to reserve a ticket.
- We do not send out paper or electronic ticket. We just require your name on the door.
- Tickets may be available on the door (unless sold out). Please bring the right change.
- Set times and support acts information may only be available on the night.
- Under 12's go free. Under 16 must be accompanied by an adult.
- The café/bar opens from 7.30pm – 11.00pm (unless stated otherwise). The café only serves bar snacks in the evening and not a full menu.
- If you would like to be considered for our Music Programme, please contact Richard Whitehead [richmusic@live.co.uk](mailto:richmusic@live.co.uk)