

Camden Art Centre

Arkwright Road

London NW3

Learning Agreement

Completing the booking for the course signifies your agreement to the following terms. Please note that Camden Art Centre reserves the right to ask any individual not complying with the terms to leave. We hope you enjoy your course here at Camden Art 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 us on ishwari.bhalerao@camdenartcentre.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 or rescheduled. 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.

This same policy applies to lessons missed due to illness or self-isolating.

If you are no longer able to attend your course, please let us know as soon as possible before the course has started and we will do our best to help.

Visiting safely

For the safety and comfort of our visitors and staff, and to ensure we are accessible to the most vulnerable we encourage:

- Wearing a face covering in the building unless exempt.
- Please stay at home if you are feeling unwell.
- We will continue to regularly clean surfaces, spaces and equipment.

Course Fees

Ensure you are paying the right rate. Full guidance on course fees, including full fee, eligible concessionary fee and pay what you can is below. You will need to bring evidence with you of your concession to register on the first session for concessionary and pay what you can tickets. We reserve the right to review and make changes to course fees and concessionary information as required.

For every season, each person can only book and attend one of the courses on a 'pay what you can' ticket.

Concessionary and pay what you can tickets are sold on first-come-first-served basis, and once sold out no further tickets are available at this rate. We reserve the right to open up any unsold concessionary or pay what you can tickets to full price before the course starts in order to fill a course.

Full fee

The full fee is paid by everyone who doesn't qualify for the concessionary or pay what you can rate.

Concessionary fee*

Concessionary priced tickets are sold on first-come-first-served basis, and once sold out no further tickets are available at this rate. 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 in receipt of benefits which are not listed above, are unsure as to how to evidence your benefit or have any questions please contact us using the contact information at the start of this document.

Pay What You Can

This rate is based on what you can afford to pay. It is only available to those who qualify for the concessionary rate* (please see concession eligibility above) but still find the concessionary rate financially inaccessible.

Pay What You Can tickets are allocated on a first-come-first-served basis, and once sold out no further tickets are available at this rate. For every season, each person can only book and attend one of the courses on a 'pay what you can' ticket. Seasons run in conjunction with exhibitions at Camden Art Centre.

We're counting on you to let us know what is right for you. Please only use pay what you can tickets if you cannot afford the concessionary rate. For guidance on what to pay, please view the full and concessionary ticket prices and contribute what you can based on these figures as a guide amount.

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.

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.

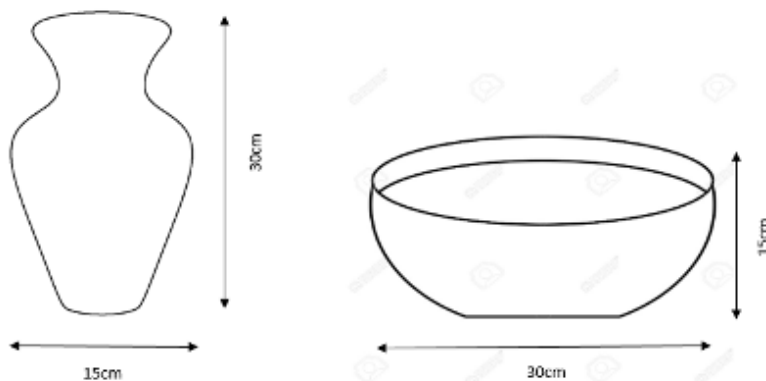
cannot guarantee the safety of your work between sessions. Work that requires drying may be stored until the following session. All work must be taken home on the last day of the course. Due to storage restrictions any work which requires drying will be stored no longer than 3 weeks after the end of 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 Charlotte Gregory using the contact information at the start 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. 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.

Firing Work – Ceramics Studio

Course prices include firing costs. Please note, we can only fire ceramics that have been produced during courses at Camden Art Centre, made using the clays and glazes available in our studio. Objects made on our courses must fall within the dimensions detailed below. Any works that exceed these dimensions will not be fired. Please initial all work to avoid any confusion after firing. We recommend taking photographs to aid with recognising pieces post-firing.



Objects can be a maximum 30cm high x 15cm wide or 15cm high x 30cm wide. These measurements are proportional; if you reduce one size you could increase the other the same amount, for example 29cm high x 16cm wide.

Course Structures

Courses at Camden Art 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. 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.

The course will only go ahead if the minimum participant requirement for the course to run is met. If the course does not go ahead, bookings will be fully refunded. We will aim to notify all participants at least one week in advance of any cancellations, when possible.

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 us using the details listed at the top 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 Art Centre is final in relation to all matters of conduct and discipline.
- Camden Art Centre will not tolerate violence or intimidating behaviour towards staff or other visitors and participants.

Privacy and Data Protection

Camden Art 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 Art 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 Art Centre

Camden Art Centre is a charity. The generosity and enthusiasm of our individual supporters in enabling us to sustain our work with artists, audiences and communities is more important than ever at this unprecedented time. By becoming 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.

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.
- We cannot guarantee the café will always be open during your course, the café may be closed in the evenings or if we have a private event taking place.