

COVID-19: BOOKING INFORMATION

FRESHWATER THEATRE COMPANY – AUT20

We are committed to following the latest advice from the government and Public Health England (PHE). In line with government advice for safe working in education, and the performing arts, we have adapted our workshops and shows to be COVID safe. Our risk assessment is available on request.

The current and ever changing situation is unprecedented. We are aware that schools may be forced to suspend teaching (due to an outbreak of COVID-19) or that measures may be taken by the government/local authorities to limit access to schools, or close them entirely. Whilst the latter would likely be a final resort, we want to assure you of the processes Freshwater are taking with regards to any bookings you may have for upcoming workshops or shows.

Open Enquiries

As due process, we will tend to confirm bookings AT LEAST two weeks prior to delivery. If you haven't confirmed your booking within this time scale, we will of course be in touch.

Please note: The closer we get to a delivery date, the less likely we are to be able to guarantee facilitator availability and may have to take the date out of the diary.

Confirmed Booking Cancellation

If, due to COVID-19, a confirmed booking is unable to go ahead as planned, we will do everything we can to find a suitable date for you later in the year.

We understand that in a school setting this is not always simple and so, if necessary, bookings can be changed to focus on a different topic. There will be no additional admin charges to re-arrange a booking, although there is a small chance that travel costs may be affected (if applicable). We simply ask you to **reschedule within 12 months** of the original delivery date.

If you do not reschedule at all, there is a cancellation fee. The fee is capped at 25% of the session fees. This fee has been calculated based on trying to cover our most essential running costs and we ask for your understanding and co-operation in this matter. It applies to those bookings, which cannot go ahead due to:

- *Enforced closure, due to government imposed lockdown, locally or nationally*
- *School closure or limited opening due to confirmed outbreak of COVID-19 within the school*

If you have to cancel for any other reason, and do not reschedule, the standard Freshwater terms and conditions apply:

If the cancellation or postponement takes place less than 4 weeks, but more than 1 week before the planned date of Presentation the Client shall be liable to pay 60% of the full service fee;

If the cancellation or postponement takes place 1 week or less before the planned date of Presentation or once the service has been performed or initiated, the Client shall be liable to pay 100% of the full service fee plus any unrecoverable expenses.

Full Terms and Conditions: http://www.freshwatertheatre.co.uk/terms_and_conditions.php