

COVID-19: Booking Information

We are committed to following the latest advice from the Foreign and Commonwealth Office (FCO), World Health Organisation (WHO) and Public Health England (PHE). For further updates, please visit: <http://www.freshwatertheatre.co.uk/editorial.php?ref=COVID-19>

The current and ever changing situation is unprecedented and the following weeks are unknown. We are very aware that there may be measures taken by the government to limit access to schools, or close them entirely. Whilst this may be the last step taken, it is a very real possibility and 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 an internal decision (non Government closure) is made to cancel a booking or close premises, you WILL be liable for cancellation costs, as per the standard Freshwater cancellation policy:

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

In the event of a Government enforced closure, given current circumstances, the cancellation policy WOULD NOT apply in its entirety. For short-notice cancellation, **you would only be liable to pay 25% of the invoice.**

HOWEVER, **our priority will be to re-schedule your booking.** 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). If we are unable to re-arrange the booking in the following academic year (2020/21), then the terms given directly above (25%) will come into effect.

Our aim is to work with all our schools and venues during this difficult time to find the best solution to any cancelled sessions. Whilst we would very much like to waive all cancellation costs and appreciate the difficulties there may be surrounding financial logistics, we are not in a position to be able to do so. The 25% quoted is based on the minimum needed in order to maintain basic running of Freshwater Theatre Company.