

# WELCOME TO



North Herts & Beds

# FilmClub

## Welcome to the North Hertfordshire & Bedfordshire Film Club

Dear Parents,

Congratulations on your child gaining a place this term or on our holiday workshop.

On this course, your child will learn important skills which will help them improve their communication, literacy and confidence. The North Hertfordshire & Bedfordshire Film Club (referenced as NHBFC here after) is also a place for your child to be introduced into the world of filmmaking. Your child will learn how to storyboard their ideas using drawings or text, cast & star in their very own films. They will bring their creative ideas to life and prepare a film idea during the pre-production stage as well as tell their story visually by shooting, directing and producing their films during the production stage. They will learn to work in teams and learn to listen effectively to other children's ideas using various fun games. Their very own creative ideas for films are always welcome. They also get the opportunity to get creative with costumes which are encouraged to be made at home. What is important is that each child knows that "Dreams do come true!". Everyone's opinion/idea matters and will be heard.

The NHBFC is hosted at local schools/community centres, however, our contract is very much with the parents **so please make sure we have your most up to date contact information**. Therefore, should you ever need to get in touch with us for anything from confirmation of dates to complaints please use the contact information below. If you decide to contact the school regarding NHBFC related matters, it is highly likely that we will not hear about anything you have reported for several days or weeks. It is advised you save my details also in your phones for any last-minute changes to the collection of your child/children. We cannot allow children to go home with other parents unless we have been notified on email or text message. If you are running late, I would appreciate you call me at your earliest convenience as this may impact on other commitments I may have on that day.

Please spend some time reviewing this document and then keep it on file for future reference.

### Contact Information

- Website: [Hertsbedsfilmclub.webstarts.com](https://hertsbedsfilmclub.webstarts.com)
- Tel: 07341305131
- Email: [hertsbedsfilmclub@gmail.com](mailto:hertsbedsfilmclub@gmail.com)

## **What you need to be aware of**

The NHBFC is a fun and educational environment. Our clubs are supportive and nurturing and we adopt a positive feedback model. Expectations are very clearly outlined to the children at the start of the term/workshop. However, in order to ensure a positive learning environment for all participants, any continued behavioural issues are taken very seriously. Any children unable to behave in the correct manner will be subject to the strike system below and possible removal from the club/workshop. If necessary, children who are unable to behave will be removed from the group and a refund **will not** be issued.

## **Strike System**

- Strike 1 – if a child receives one strike this is a gentle warning about their behavior.
- Strike 2 – if a child receives a second strike in any one term/session, parents and school staff will be informed.
- Strike 3 – if a child receives a third strike in any one term/session, they will be removed from the club and unable to take part in the activity again.

Strikes continue throughout an entire term/workshop and are given for disobeying the club rules which include, listening well to the instructor and fellow students, respecting the equipment, being respectful to each other, no violence, no use of inappropriate language; such as saying “shut up” or swearing.

On occasion the NHBFC has the right to move from level 1 to termination of a child contract on Film Makers club, where the behaviour is considered to be a safety risk to the child in question or other children on the club. Full disclosure will be given to the Head Teacher and Parents of the child.

Communications will be carried on out a direct and swift manner. At no point will the termination of a child’s time on Film Makers club be discussed on the Parents Whats app group. No child shall be named. Nor will any form of negativity/verbal opinions by parents be condoned. This will lead to the child not returning to the club in future terms.

## **The North Hertfordshire & Bedfordshire Film Club Refund Policy**

The NHBFC strives to fulfil their commitment to each individual school every term.

### **What we promise**

- As long as minimum numbers of 14 are reached, NHBFC will have staff in place to run your club.
- We will never cancel a club's run halfway through a term, except in extenuating circumstances.
- We will never cancel a NHBFC session unless a leader is unable to attend & this will be fully explained via text and or email and the session will be made up either with 2 extended sessions or an additional session.

## **COVID-19 POLICY**

If a child has any of the main symptoms of COVID-19 with a positive LFT they should **NOT** attend Film Club.

Whilst the Government has made it not a legal requirement to self-isolate following a positive test, I would urge you to do what is morally correct to protect people from the further spread of the virus taking personal responsibility.

Guidance from UKHSA remains that anyone who tests positive or has any of the main symptoms of COVID-19 should stay at home and avoid contact with other people. Students should not attend their education setting while they are infectious even if they feel well. This includes attending Film Club. Students should have a negative LFT test for 2 days prior to attending the club.

I am requesting your support on this given the number of children in my care across my 5 schools. Not to mention the family members of these children. The Government may have put this back on the shoulders of the Public but this Virus has not gone away & children remain infectious until they test negative.

### **What we will refund for**

- If we have to cancel the club session for any reason. (YOU WILL STILL NEED TO FILL IN A REFUND FORM)
- If a club's minimum numbers are not reached and we have to cancel the club indefinitely. (REFUND FORM NOT REQUIRED UNLESS PAYMENT HAS GONE THROUGH).

### **What we won't refund for**

- If the school cancels a club, this includes but is not limited to; weather, unhappy with leader or club in general, confusion over club dates, unhappy with our DBS/CRB policy and relevant documentation (DBS/CRB LETTER, PLI/Employee Insurance, safeguarding). This also includes a school breaching the services agreement. We can as a gesture offer to put on an additional session or extend a session.
- If a school or parent(s) are unhappy with the quality of the sessions or the quality of the children's' finished download; including, but not limited to, loss of footage, films not included, or child not featured on camera enough.



- If a child misses a number of sessions once payment has been made.
- If a child/parent decides to stop their child attending once payment has been made as this affects other children wanting to join the club.
- If a parent fails to interpret the club dates correctly and fails to send their child after they have booked.
- If a child has been removed by the club leader due to not following the rules. See below.\*
- If we have cancelled a club and given the school two options to make up the missed session(s) and they decline. These options include, but are not limited to, adding session(s) at the end of term and longer sessions (e.g adding time to existing session(s), 90-minute sessions instead of 60-minute sessions).
- \*If the NHBFC terminates a term for a child due to bad behavior. This could be at any point over the duration of the term. You will need to settle the fees in full. You will need to email [hertsbedsfilmclub@gmail.com](mailto:hertsbedsfilmclub@gmail.com) to arrange a settlement of fees transaction link to be sent to you. Fees for the term/remaining fees/part thereof will need to be met. The balance will need to be settled in full within 2 weeks of the termination of your child attending the club.

### How do I apply for a refund?

- A refund form must be requested by email from the NHBFC Area Director on [hertsbedsfilmclub@gmail.com](mailto:hertsbedsfilmclub@gmail.com). The form once completed and submitted back via email or other in picture format via whats app will then be processed on receipt. A decision is made by the Director as to whether a refund will be granted. If the refund request is accepted this will be processed via bank transfer.
- A £25 admin fee will apply if a parent decides to cancel their child's place for any reason

## FAQs

### **When can I expect to receive my download link?**

Downloads will be available up to **4 weeks** after your child finishes one of our courses. You will receive an email with the download link in as well as a text message for you to check if it has gone into junk/spam. Due to GDPR guidelines **This link will only be available for a short period** After which time the link will be removed. **YOU MUST DOWLONAD YOUR FILM TO YOUR OWN DEVICE.**



### **I haven't received a confirmation email, how do I know if my child is booked on?**

You will have received two confirmation emails, one containing details of your booking and one from GoCardless confirming your direct debit. Please be patient as sometimes the automated emails can take up to 24 hours to come through, **please also check you spam folder.**

### **Does my child need to bring anything with them to the club?**

Only themselves and their creative imaginations. Should your child wish to bring costume and props they will be able to tell you what they need. A water bottle is advised.

### **How do I know the club start and finish dates?**

The details of your club would have been stated on your booking form at the time of signing up. You will also receive a reminder of the dates and times as part of your PARENT WELCOME PACK.

### **How do I claim a refund?**

Please see our refund policy, which is included in your parent pack.

### **Can I pay a smaller amount in instalments?**

You can spread the cost of Film Club by paying THREE equal instalments, one is taken at the time of booking and the other 2 will be taken 1 month apart. Please contact NHBFC directly if you wish to pay this way OR require an alternative payment method. Other payment options are available. We always endeavour to support parents so that children can be part of this amazing experience.

For Workshops a 20% deposit is normally taken upon booking, this is deducted from the outstanding balance due 2 weeks prior to the club starting. You may wish to spread the balance cost over 2 weeks.

### **My child did the club last term, does this mean they will automatically be signed up for the club this term?**

No. You will need to follow the booking process again.



## **My child really wanted to do the club this term but it's full up! Can I guarantee them a spot for next term?**

You can guarantee them first refusal by signing up to our waiting list. Please log on to <https://hertsbedsfilmclub.webstarts.com/index.html> and select Register your child or email Gillian on [hertsbedsfilmclub@gmail.com](mailto:hertsbedsfilmclub@gmail.com) with any questions.

## **How do I log a complaint?**

Please use the contact details provided in your parent pack.

### **North Hertfordshire & Bedfordshire Film Club Complaints Policy**

This policy tells you how to make a complaint to the North Hertfordshire & Bedfordshire Film Club.

This is the policy we will follow if your complaint is about something the North Hertfordshire & Bedfordshire Film Club or one of the clubs it has delivered.

#### **Values and principles**

You have the right to complain; we take complaints very seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: you should receive an initial proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation, or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly, unless it would put other people at risk. Those affected by a complaint should have the chance to contribute and respond to any investigation.

Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

Confidentiality: we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public or our company issues, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, social services or other organisations.

#### **Who to contact to make a complaint?**

Any complaints should be raised with one of the following as appropriate:

- North Hertfordshire & Bedfordshire Film Club Director: Gillian O'Keeffe on





[hertsbedsfilmclub@gmail.com](mailto:hertsbedsfilmclub@gmail.com)

- Child Protection Officer in the event if you are a child or if you are worried about the safety or welfare of a child.

### **What will we do to investigate?**

We will endeavor to give an initial response to your complaint within 2 months. If the matter is urgent, we will do our best to respond more quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with relevant leaders. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

### **How will I know what is happening?**

You will be given the details of a person who will be your point of contact at NHBFC. That person will make sure that you understand the process and will help to answer any questions or concerns that you have. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

### **What are the possible outcomes or results of my complaint?**

In many cases, we are able to resolve problems informally. This might include:

- Speaking with the relevant leader
- An explanation or apology
- An agreement to communicate or act differently in future
- If an informal resolution is not suitable, then a small committee of senior officials will look at the information.

**Which complaints do we deem valid?** *\*Please note you are free to complain about anything you are not thoroughly satisfied with. However due to the subjective nature of creative based activities there are some complaints we will not be able to consider.*

- Child being bullied
- Constant missed sessions
- A Club Leader's conduct
- Customer service
- Problems with payment

**Which complaints are we unable to consider?** *\*Please note you are free to complain about anything you are not thoroughly satisfied with. However due to the subjective*



*nature of creative based activities there are some complaints we are unable to consider.*

- Quality of sessions being delivered
- If you are unhappy with the finished product
- If you were unable to make your online booking
- If your child has not received what you deem to be large enough roles in production

### **Questions or queries about this policy**

If you have a general query about this complaints policy, please contact [hertsbedsfilmclub@gmail.com](mailto:hertsbedsfilmclub@gmail.com)

### **The Payment Process**

At the time of booking you will need to pay for the club in 3 installments. You will be directed to a payment link via GoCardless at the time of booking. Direct debit is split in to 3 equal payments spaced 1 month apart. **Please contact the NHBFC Director for other payment methods or options available. We always like to work with parents here.**

Workshop balances may be split over 2 payments. Workshops are charged at £5.90 per session & £12 for the fully edited/converted download

Your payments are broken down as follows: based on a 10-week term. Schools vary in length of term and also fees where schools charge room hire fees. \*/\*\*

- £6.50 per child per session for 13 weeks
- £12 for a downloadable copy of your child's work
- Some terms vary in some schools if an 11 ,12, 13 week term. Fees are adjusted accordingly.
- Based on a 13-week term (13 session hours) the total of £96.50 is divided into 3 equal installments.
- You pay £32.16 at the time of booking. (The payment can take up to 5 days to show in your account)
- The 2 remaining balances of £32.16 is taken one month after your initial payment.

#### **\*BASED ON A 13 WEEK TERM**

**\*\* Fees will vary for lunch & breakfast clubs due to the club running for 45 minutes. Fees may also be affected should a school wish to charge rental fees for the club. The majority of this is generally covered by the NHBFC**



## **Contributors Release Form**

By signing up to a NHBFC course through our website and making payment, you hereby agree that the copyright and all other rights in respect of your child's performance is hereby assigned to the NHBFC. You agree that the films your child contributed to may be exhibited in all media and formats. NHBFC may without further consent use your child's name, likeness, biography and photographs and recordings of films in advertising and in publicising all NHBFC media and formats.

## **Confidentiality Policy – Available to agree to during the booking process**

### **Data protection and privacy policy consent form**

I have a duty to keep records about you and the children I work with. Written or verbal information will not be shared without permission. No bank details are stored, and I do not have access to these details. The booking system goes through GoCardless payment system.

Records to be kept by me are as follows:

- Personal Information; Parents Name, Parents Email, Emergency Contact Number, Child's First & Last Name, Who will be collecting your child or if they need to be taken to after school care. Any child that uses the after-school care facility will be taken personally by myself.
- Medical Information; allergies and special medical requirements & any special needs.
- Details of any accidents and or injuries during the club will be documented to the school and parents at all times.
- Notes taken during sessions: will include any progress that your child may be making, notes for awards, plans for future learning. This assists with the editing also where children may mention a special effect they may require, and these notes are reference during that time.

All written information on paper will be securely stored and information on digital format will be encrypted. Information will be held for a maximum of 1 years after the final lesson, then deleted.

I will also expect confidentiality from all parents/guardians of children in my care.

Parents/Guardians have the right to see all records about their child at any time.

All issues will be discussed with parents in a confidential manner & if needs be, the Head Teacher will be informed. Such information is not shared with office staff

Please read and tick the boxes to agree with the following statements, if you are not in agreement with any statement please contact Gillian on [hertsbedsfilmclub@gmail.com](mailto:hertsbedsfilmclub@gmail.com)

- I understand that The North Hertfordshire & Bedfordshire Film Club will process mine and my child's data in accordance with the privacy policy given above.
- I can withdraw my consent at any time by informing the North Hertfordshire & Bedfordshire Film Club in writing to the email address provided with my welcome pack.
- I have been provided with instructions regarding the complaints procedure.
- This consent form and any dispute or claim arising out of or in connection with it shall be governed by and construed in accordance with the law of England and Wales and that the courts of England and Wales shall have non-exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this consent form. .

**Date Document reviewed: 3<sup>RD</sup> NOVEMBER 2023**

By completing our booking form online you are agreeing to the above policies.

### **Online Courses**

Online courses will take place where it is not possible to hold the club on school premises.

The online course will be on the same day/time that the club was set during the booking process via Zoom unless it needs to be moved to a Saturday.

All online courses will be fully encrypted, and an ID code and password will only be emailed to those signed up on the club. You will remain in the Waiting room until you are admitted by the instructor.

NHBFC will endeavour to deliver all Clubs as planned and cancellation will not be an option where schools cannot provide premises.

Fees will remain the same even if the course starts/finishes online. The amount of time will be that exact time agreed as per the original booking and will at no point run over the agreed slot.

No refunds are given if a school wishes to cancel a club at short notice. But we will aim to accommodate this decision and put on extended sessions where possible.

Extended sessions can be offered in most cases provided school agree and there is sufficient time to allocate them into the remainder of the term.

**DETAILS ARE CORRECT AS OF NOVEMBER 23**

Reminder of contact details



*As of November 2023*

Website: <https://hertsbedsfilmclub.webstarts.com/index.html>

Email: [hertsbedsfilmclub@gmail.com](mailto:hertsbedsfilmclub@gmail.com)

Telephone: 07341305131



# The Artium Group



*As of November 2023*