

Terms & Conditions – The Making Place

1. About The Making Place

The Making Place provides small-group creative sessions for young people, focused on music, audio and digital media. Sessions are designed to be supportive, practical and hands-on.

2. Booking & Payment

Sessions must be booked in advance.

Payment is required to secure a place.

For ongoing courses & programmes, payment is typically made per half-term/month, unless stated otherwise.

A place is not guaranteed until payment has been received.

3. Cancellations & Refunds

If you cancel your place before a programme starts, we will aim to offer a refund where possible.

Once sessions have started, refunds are not usually available for missed sessions.

In exceptional circumstances, we may offer credit at our discretion.

This helps keep groups stable and fair for everyone.

4. Attendance

Sessions run as small groups, so regular attendance is important.

If your child cannot attend, please let us know in advance where possible.

We are unable to offer refunds for missed sessions.

5. Behaviour & Group Expectations

We aim to create a space where all young people feel safe, respected and able to take part.

We expect young people to:

- Treat others with respect
- Engage positively in sessions
- Follow reasonable instructions

If behaviour becomes unsafe or consistently disruptive:

- We will speak with parents/carers
- We may agree additional support or boundaries
- In rare cases, we reserve the right to end a placement if the group is impacted

6. Safeguarding

The safety and wellbeing of young people is a priority at The Making Place. Sessions are led by a qualified youth worker, and appropriate safeguarding procedures are in place.

If we have concerns about a young person's safety or wellbeing, we will follow our safeguarding procedures, which may include sharing information with relevant services.

Please refer to our full Safeguarding Policy for further details.

7. Medical & Additional Needs

Parents/carers must inform us of medical conditions, additional needs, and any support requirements, including dietary.

This helps us provide a safe and appropriate environment.

8. Photography & Media

We may occasionally take photos or short videos for social media, website content, and promotion of sessions.

We will always seek written consent in advance.

Your child will never be included without permission.

9. Personal Property

Young people are welcome to bring personal items (e.g. instruments), but items are brought at their own risk.

The Making Place cannot accept responsibility for loss or damage.

10. Changes to Sessions

We may occasionally need to adjust session times, change dates, or cancel sessions (e.g. due to illness or unforeseen circumstances).

Where this happens, we will give as much notice as possible and a replacement session or credit will be offered where appropriate.

11. Liability

The Making Place takes reasonable steps to provide a safe and well-supervised environment for all young people.

All activities are risk assessed and delivered with appropriate guidance and support.

We cannot accept responsibility for injuries or loss that occur as a result of:

- a young person not following instructions
- behaviour that puts themselves or others at risk
- or circumstances outside of our reasonable control

Nothing in these terms limits liability where it would be unlawful to do so.

12. Contact

If you have any questions, concerns or need to update information, please get in touch:

Email: info@makingplace.org.uk

Agreement

By booking a place, you confirm that you have read and understood these Terms & Conditions and agree to the expectations outlined above.