

YGB Fees: Frequently Asked Questions

1. Q: How much are the fees?

A: Any new participant (registered after **Sat 14 Dec 2013**) will pay a non-returnable registration fee of £10.

The fee for Dance and Drama sessions is **£10** each and Vocal Tuition it is **£16**, which covers a four week block. The difference between these amounts is due to the capacity being smaller for the Vocals sessions and tutors will be paid directly from the fees received.

2. Q: What sessions am I paying for?

A: Your fee covers 4 weeks of sessions. In January 2014 this will be Sat 11 Jan – Sat 1 Feb. February and March will be combined due to the half term break so you will pay for 2 sessions; Sat 8 and Sat 15 Feb and Sat 8 and Sat 15 Mar.

We cannot accept weekly or 'drop-in' fees, as we need to contract and schedule tutors for a whole month in order for sessions to run.

3. Q: Where do I pay?

A: At the moment you can only pay at The Drum Box Office and on our website www.the-drum.org.uk. At some point in spring you will be able to pay via Direct Debit and we will notify you when they become available as payment options.

4. Q: What do I do with the ticket/receipt?

A: It is important that you keep your ticket as it will need to be shown to the YGB Co-ordinator who registers your child. However, this will only need to be shown once at the start of each month or block of 4 weeks. The Box Office will have your details once you have paid but we will not have the capacity to check records at the time of registering, due to the number of participants needing to be registered at the same time. We can check on discrepancies/lost receipts, but this will delay your child going into session.

5. Q: What if a session is cancelled?

A: If The Drum need to cancel a session for any reason, you will have the option of a refund (for that session only) or to roll it over for the following month.

6. Q: What if my child can't make a session or is late?

A: Unfortunately if your child is ill or you have other commitments we will not refund or roll over payments. This is because regardless of your child's attendance, the tutors still need to be paid. Also, we are trying to ensure more consistency as sometimes participants are given a role, do not attend for a couple of weeks and expect to resume the role when they return, or someone else has to be drafted in at last minute. In the event of lateness, the same applies.

We have a 15 minute late rule, where participants can be excluded from taking part if they are later than 15 minutes after the start of the workshop. This is as much due to practical reasons (for example, in dance if a child arrives 20-30 minutes after the session has started, they have missed the warm-up and are more prone to injury) as to making sure parents and participants understand the importance of sessions starting with the whole group together so they feel part of a team and there is no disruption from latecomers.

7. Q: What if I have multiple children attending?

A: We understand it is difficult to pay for activities for more than one child if you are on a low-income. At the moment, we really need as much income as possible in order for the session to run but we will deal with each on a case by case basis. Have a chat with the Head of Young People & Creative Learning if you are on JSA or Income support and have more than one child attending. You will need to do this **before** Sat 11 Jan 2014.

If you are in full or part time employment the fees will stand until we are able to introduce bursaries (not until April 2014) and these will need to be applied for and criteria is likely to be based on; income, commitment and regular attendance to the programme.

8. Q: What if my child attends multiple activities?

A: Similarly to the above answer, at the moment we need to ensure we can cover tutor fees between January and March 2014. Funding applications should have materialised with positive results by April 2014 when we can revise the fee structure for multiple children and multiple activities

9. Q: Does anyone have priority?

A: At the moment, priority for places goes to those who have been attending regularly since November 2013 and regular attenders will always have first priority for places, followed by (in no particular order); looked after children, referrals from other agencies (social services, family support, youth offending teams etc), children and young people with disabilities or life-limiting illness and those living in our key catchment areas of Aston, Newtown, Nechells, Lozells, Handsworth, Perry Barr, Great Barr and Erdington.

10. Q: What is the capacity for each session?

A: Dance and Drama sessions each have capacity for 20 participants per group. Vocals has capacity for 15 pupils.

11. Q: What do I get for my money?

A: You have seen from our various performances, music and videos we have created, what talent there is amongst YGB and the skills of the tutors who work with them. Your child will continue to grow and develop their skills and confidence, have a network of friends outside school and the opportunity to engage with other events, artists and arts organisation that The Drum engages with.

From April they will receive a free YGB t-shirt and work towards a major production each year as well as having first priority for our summer school. Also, from April each participant will receive Personal Development Plans, that will be shared with you and their school or agencies involved with your child if you feel that is appropriate and which will also inform their Arts Awards if they are of age and have the commitment to achieve them.

12. Q: What will the money be used for?

A: At this stage, fees will solely be used to cover tutor's fees. We are and will continue to apply for additional funding to pay for support costs (co-ordinator, support workers, admin, and marketing) arts awards and materials and equipment

13. Q: What if I have a complaint?

A: If you have a complaint around fees, the management of YGB or an issue particular to your child please address your complaint to the Head of Young People & Creative Learning (Sarah Blackstock – contact details are at the bottom of this document) in the first instance. If you are unhappy with the outcome you are then asked to take your complaint through the formal process, by writing or sending an email to the Operations Manager (Richard Cappel). We ask that parents do not address their complaints to Box Office staff and YGB Support staff as they will direct you to management.

14. Q: How many months ahead can we pay for?

A: If you would like to pay in advance we welcome that but at this stage it would be pertinent to pay for January – March only, in case there are any changes in April (new financial year)

15. Q: My child no longer wants to be part of YGB, can we get a refund?

A: This would depend on the reason you or your child no longer feels they want to be a part of YGB. If it is due to failings on our part we will certainly consider that as part of the complaints process. If it is because the times no longer fit with your schedule or your child simply doesn't want to attend without a good reason then we are unlikely to consider a refund.

This list is not exhaustive and if you have further questions you do not feel have been covered in the above list, please do not hesitate to contact the Head of Young People and Creative Learning; **Sarah Blackstock** on **0121 333 2431** or via email s.blackstock@thedrum.org.uk