



## **Terms & Conditions**

### **Booking Terms and Conditions for sessions with Riverbank Studios (operating name for CPM Sounds CIC)**

By booking with us you agree to the following terms and conditions. Please keep a copy for your reference.

#### **Booking and Payment**

For most sessions payment is required at the time of booking. Bookings and reservations will be released after 48 hours if payment has not been received.

For rehearsal and recording payment is expected on completion of the session, unless otherwise agreed.

#### **Cancellation and Rescheduling**

Please give at least 48 hours notice if you need to cancel or reschedule a session, we will attempt to reschedule, or you may request a refund.

If less than 48 hours notice is given, rescheduling will not be possible and you will be charged the full session fee.

This policy applies to cancellations through illness.

In the event of extreme weather or unforeseen circumstances we will notify you as soon as possible and attempt to reschedule your session. Refunds will be issued if rescheduling is not possible.

### **Methods of Cancellation**

Cancellations can be made via email, phone (including voicemail) or in person. You will receive confirmation of your cancellation and the time of the request will be recorded.

### **Tutor Replacement**

In the event of a tutor's unavailability, we reserve the right to cover lessons with an alternative tutor without prior notice. If we need to alter the time or day of a sessions

### **Behaviour Expectations**

We expect anyone attending sessions to behave respectfully towards staff, tutors, and other visitors. Any disruptive, inappropriate, or aggressive behaviour may result in the immediate termination of the session or removal from the session without a refund.

If misconduct is serious or repeated, we reserve the right to suspend or permanently remove a participant from future sessions.

### **Safeguarding**

All CPM Sounds CIC staff and tutors are subjected to appropriate background checks compliant with safer recruitment in education, and have a current DBS certificate. Staff receive regularly updated safeguarding training, and follow the company's safeguarding policies, to ensure the well-being and safety of young people and vulnerable individuals.

Any concerns should be reported to the Designated Safeguarding Lead, or another member of staff / IFD / MASH if the concern is about the DSL.

See important contacts at the bottom of this document for further information.

## **Data Protection**

Any personal information we collect is stored securely in compliance with GDPR. Your data will never be shared with third parties without your consent.

Only relevant personal data collected, and is retained for the minimum period necessary. Data is securely deleted when no longer required.

If you have agreed to it on registration, we may occasionally send you relevant updates about CPM Sounds CIC. You may opt out of this at any time.

## **CCTV**

The Ruze is monitored by CCTV for safety and security reasons. Footage is stored securely for no longer than 2 weeks, and only viewed in response to an incident that necessitates it.

## **Public Health Guidance Compliance**

All staff and visitors must follow any imposed public health restrictions (such as those in place during a pandemic). Policies are reviewed and updated as needed.

## **Changes to Services and Pricing**

CPM Sounds CIC reserves the right to adjust services, schedules, and policies in response to operational needs. We will notify clients where possible.

Prices listed on our website are subject to change without notice.

## **Contacting Us**

If you have any queries regarding our terms and conditions please get in touch: [contact@riverbankchippenham.co.uk](mailto:contact@riverbankchippenham.co.uk)

These terms and conditions are subject to change. Please check back for updates.

## **Key Contacts**

### **Managing Director:**

Thomas Mallard

Phone: 07792 059216

Email: [contact@riverbankchippenham.co.uk](mailto:contact@riverbankchippenham.co.uk)

### **Designated Safeguarding Lead:**

Thomas Mallard

Phone: 07792 059216

Email: [contact@riverbankchippenham.co.uk](mailto:contact@riverbankchippenham.co.uk)

**Director:** Guy Britton

Email: [guy@guybritton.com](mailto:guy@guybritton.com)

### **IFD (Integrated Front Door) - Multi Agency Safeguarding Hub**

Phone: 0300 456 0108

Out Of Hours: 0300 456 0100

**Last Review:** Thomas Mallard

**Date:** 27th Jan 2026

**Next Review:** Jan 2027