



## **TERMS AND CONDITIONS – ZOZIMUS DRAMA**

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Last updated: 1st September 2025

**Please read the following Terms and Conditions carefully. By booking termly sessions or subscribing to Zozimus Drama, you agree to these Terms and Conditions in full.**

**WE RESERVE THE RIGHT TO UPDATE THESE TERMS AND CONDITIONS AT ANY TIME.**

### **1. GETTING IN TOUCH**

In these Terms and Conditions, when we refer to "we", "us" or "our", we mean Zozimus Drama. When we refer to "you", "your", "customer" or "parent/guardian", we mean the person making a booking.

All sessions are delivered under the Zozimus Drama brand by trained session leaders. While you may be communicating directly with a named teacher, Zozimus Drama remains the Contractor and holds responsibility for all operational and safeguarding standards.

For all queries, please email: [admin@zozimusdrama.com](mailto:admin@zozimusdrama.com)

### **2. CUSTOMER RESPONSIBILITY**

Whilst attending Zozimus Drama sessions, customers are expected to follow these Terms and Conditions and support the safe, inclusive running of each session.

Parents/guardians are responsible for their children before and after each session, and during sessions when present.

### **3. SESSIONS**

- Please arrive at least 10 minutes before your session to avoid disruption.
  - Mobile phones should be on silent, and food is not to be consumed during sessions unless for medical reasons.
  - Children attending without a parent/guardian must have a completed registration form, including any medical or SEND needs.
  - Please inform your session leader of any changes in your child's health or wellbeing before the start of a session.
  - Participants must follow health and safety procedures as advised by the session leader.
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- Children are encouraged to express themselves, share ideas, and participate in a safe, supportive environment. If a child is upset or unhappy, please alert the session leader promptly.
- Zozimus Drama reserves the right to refuse entry or remove a participant if behaviour is deemed unsafe, discriminatory, or disruptive.

### 3.1 Class Sizes and Ratios

To ensure a high-quality and safe learning environment, Zozimus Drama sessions are capped based on age group:

- **EYFS (Early Years):** 1 adult per 10 children
- **Key Stage 2 (KS2):** 1 adult per 14 children
- **Key Stage 3 (KS3):** 1 adult per 16 children

Where group size exceeds this ratio, an additional adult must be present.

## 4. FEES, REFUNDS & CANCELLATIONS

### 4.1 General Bookings

- If a session is cancelled at short notice (less than 48 hours) by Zozimus Drama, we will offer an alternative or a refund.
- Session leaders will give as much notice as possible for any cancellations.
- In the case of last-minute cancellations, you will be contacted by phone or text – please ensure we have your up-to-date details.
- Refunds are not available if your child chooses not to complete a session or leaves early once the session has started.

### 4.2 Monthly Subscription Terms

- Subscriptions are billed on the **1st of each month**.
- If joining mid-month, you will be charged a pro-rata amount to cover the remainder of that month, collected along with your first full payment on the 1st of the next month.
- We will contact you if payment fails and give 14 days to resolve the issue. After this, your subscription will be cancelled, and your child removed from the register.
- There is a minimum commitment of **one full calendar month**.
- You can cancel your subscription with written notice (email only) as follows:
- **Cancel by the 15th of the month:** Ends at the end of that month.
- **Cancel after the 15th:** Ends at the end of the following month.

Email cancellation requests to: [admin@zozimusdrama.com](mailto:admin@zozimusdrama.com)

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Verbal or text message cancellations will not be accepted.

### 4.3 School Club Bookings

- Spaces are allocated on a first come, first served basis.
- Missed sessions (due to illness, holiday, school trips or personal choice) are non-refundable, as your booking secures an ongoing place.
- Exceptional refund requests may be considered at our discretion.
- **Cancellations must be made with at least half a term's written notice.** Failure to give notice will result in the next half-term's fees remaining payable.

## 5. MEDICAL & ILLNESS POLICY

All medical conditions must be declared during registration and updated if they change.

Please **do not attend** if your child is unwell. In particular, children should not attend if they have:

- A fever in the last 24 hours
- Vomiting or diarrhoea in the last 48 hours
- Contagious infections such as chickenpox, impetigo, or hand-foot-and-mouth

If your child is diagnosed with a contagious illness, please inform your session leader so we can notify other families where appropriate.

We follow NHS guidance on illness exclusion. For full details, visit:

[www.nhs.uk/live-well/is-my-child-too-ill-for-school](http://www.nhs.uk/live-well/is-my-child-too-ill-for-school)

## 6. INCLUSION & SEND

Zozimus Drama is committed to creating an inclusive, welcoming environment where all children are encouraged to participate and express themselves creatively.

We strive to support children with Special Educational Needs and Disabilities (SEND) wherever possible. However, our sessions are typically led by **one teacher without additional support staff**, and are delivered in a group setting. This means that we may not be able to meet all support needs, particularly where a child requires consistent 1:1 assistance or has needs that would significantly impact the flow or safety of the session.

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For safeguarding reasons, **parents and carers are not permitted to stay** during sessions, and we are unable to accommodate external support workers unless previously agreed in writing and subject to our safeguarding checks.

We ask that any relevant SEND information is shared with us in advance so we can make an informed decision about whether our sessions are suitable for your child. In some cases, we may advise that the level of support needed is beyond what we can reasonably and safely provide in our current class structure. This will always be communicated to you with understanding and care.

If you'd like to discuss your child's needs before booking, please get in touch via: [admin@zozimusdrama.com](mailto:admin@zozimusdrama.com)

### 7. DISCRIMINATION & BEHAVIOUR

Discrimination, bullying, or disruptive behaviour will not be tolerated.

- All participants, parents, and carers are expected to behave respectfully towards session leaders and each other.
- Bad language, offensive remarks, or aggressive behaviour will result in removal from the session.
- We reserve the right to permanently exclude any participant or parent whose behaviour breaches our policy. No refunds will be given in these cases.
- Serious incidents may be referred to the appropriate authorities.

### 8. INSURANCE, DBS, SAFEGUARDING & FIRST AID

All Zozimus Drama session leaders:

- Hold **enhanced DBS checks**
- **Are trained in safeguarding**
- **Hold valid first aid qualifications**
- **Are covered by public liability insurance**

Zozimus Drama follows a robust **Safeguarding Policy** in line with government and local authority guidelines. This policy underpins all of our practices, from session delivery to staff recruitment and reporting procedures. A copy is available on request.

Your child's safety and wellbeing are our top priority.

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### 9. PHOTOGRAPHY

We occasionally take photos and videos for promotional purposes. You will always be informed in advance, and consent will be sought before any identifiable images are used on social media or marketing material.

Children's names are never published alongside photographs.

### 10. MARKETING COMMUNICATIONS

When you sign up to Zozimus Drama, we may use your email to send:

- Service updates
- Booking confirmations and reminders
- News, tips and class-related information

You can unsubscribe from marketing emails at any time using the link provided or by contacting us directly.

### 11. COVID-19 POLICY

Zozimus Drama sessions will continue to follow current UK Government and venue-specific guidance in relation to COVID-19 and public health best practices.

Signed

Date renewed : 1 September 2025

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