Seniors Membership and Attendance Policy

Membership, production cycles, withdrawal and attendance expectations

Applies to	Lower Seniors, Middle Seniors and Upper Seniors
Version	October 2026 | Review by October 2027

OTMYT Seniors work towards performance projects and productions. Consistent attendance and clear commitment from members and parents/carers are therefore important to the quality, safety and organisation of the work.

Joining and membership

- New members must complete the required application and registration process before attending.
- Seniors places are normally offered for a September or January start, subject to availability and OTMYT's current joining arrangements.
- A Seniors membership place is expected to cover at least one production cycle. The usual production cycles are September to Christmas and January to Summer.
- Membership will normally continue into the next production cycle unless the parent/carer gives notice in accordance with this policy. OTMYT will communicate the dates and fees for the forthcoming cycle before it begins; where there is a material change to the core arrangements, parents/carers will have a reasonable opportunity to decide whether to continue.

Notice to leave at the end of a production cycle

- A parent/carer may give notice for a member to leave at the end of a production cycle without an additional withdrawal charge, provided notice is received within two weeks after the final performance of that cycle.
- Notice should be given in writing to OTMYT so that there is a clear record of the date it was received.

Withdrawal at other times

Where a member withdraws after the free notice period or during a production cycle, the total fee payable for that production cycle will be calculated as follows. Any amount already paid will be deducted from the amount due.

- Late notice after a completed production cycle, where notice is given more than two weeks after the final performance: 1/6 of the total production-cycle fee.
- January-Summer cycle: withdrawal during weeks 1-4 = 1/6 of the total fee; weeks 5-8 = 2/3 of the total fee; week 9 onwards = the full production-cycle fee.
- September-Christmas cycle: withdrawal during weeks 1-2 = 1/6 of the total fee; weeks 3-4 = 2/3 of the total fee; week 5 onwards = the full production-cycle fee.
- Payment by instalments does not change the total amount due under this policy.
- These withdrawal amounts are intended to reflect OTMYT's committed costs and the loss arising when a place is given up after planning has begun. OTMYT will not seek to recover more than its reasonable loss and will take account of costs saved or a place successfully refilled where relevant.

Attendance

- Members are expected to attend regularly and to be available for the full session, 10:00am-1:00pm.
- Missing more than 30 minutes in total from a single session will normally be recorded as a missed session for the purposes of this policy.
- OTMYT may take genuine exceptional circumstances into account, but parents/carers should notify OTMYT as early as possible about planned or unavoidable absence.

Attendance concerns: September-Christmas cycle

- After the second missed session, OTMYT will contact the parent/carer and remind them of the attendance requirement.
- After the third missed session, OTMYT may issue a final attendance warning.
- A fourth missed session may result in the member's place being withdrawn where OTMYT considers that continued absence is materially affecting the member's participation or the production. Any outstanding fees due under the withdrawal provisions above remain payable.

Attendance concerns: January-Summer cycle

- After the second missed session, OTMYT will contact the parent/carer and remind them of the attendance requirement.
- After the third missed session, OTMYT may issue a formal attendance reminder.
- After the fifth missed session, OTMYT may issue a final attendance warning.
- A sixth missed session may result in the member's place being withdrawn where OTMYT considers that continued absence is materially affecting the member's participation or the production. Any outstanding fees due under the withdrawal provisions above remain payable.

OTMYT discretion and safeguarding

- OTMYT may vary or waive an attendance step where there are exceptional welfare, medical or safeguarding circumstances, or where doing so is otherwise reasonable.
- OTMYT may also withdraw or suspend a place where required for safeguarding, safety or serious conduct reasons. Any financial consequences will be considered separately and fairly in the circumstances.

Staffing arrangements

- OTMYT does not guarantee that any particular member of staff, worker, freelancer, tutor, director, practitioner or other individual will deliver any particular session, rehearsal, workshop, production or activity, unless OTMYT has expressly confirmed in writing that a named individual is a material part of the booking. Staffing arrangements may be changed at any time, including at short notice and, where necessary, without prior notice, because of illness, availability, safeguarding, operational requirements or other reasonable circumstances. OTMYT will take reasonable steps to maintain appropriate staffing and supervision arrangements. A change of staffing alone will not normally give rise to a right to cancel or receive a refund.

Cancellation or changes by OTMYT

- If OTMYT cancels a paid session, rehearsal, workshop, event or other activity and does not provide a reasonable replacement or rearranged activity, OTMYT will provide an appropriate refund or credit for the part of the service that has not been provided. Where a cancellation or material change is caused by circumstances beyond OTMYT's reasonable control, OTMYT will not be responsible for indirect or consequential losses such as travel, accommodation or other personal costs. Any refund or credit due for the

OTMYT service itself will be dealt with fairly and in accordance with applicable consumer law. OTMYT may offer a replacement date, credit or alternative activity where appropriate, but this does not affect any statutory right to a refund.

Acceptance of this policy

Parent/carer acknowledgement

By accepting a Seniors place, renewing membership, or paying fees for a production cycle, the parent/carer confirms that they have read and accepted this policy. Where OTMYT uses an online acceptance box or booking form, that acceptance forms part of the membership agreement.