



Blanche Improv is a kindness first business.

Blanche encourages people to make the most compassionate choices they can and behave with the greatest level of respect towards themselves and one another.

So she asks everyone who works with her to follow one simple rule:

Be kind.

As a student at Blanche Improv, players agree to abide by the following terms and conditions as well as the [Blanche Code of Conduct](#) which is incorporated into this **Student Agreement**:

- ♥ The full amount for the course fees are due on or before the first class of the course.
- ♥ Cancellations:
 - More than a week before the commencement of a course, Blanche provides a full refund.
 - Less than one week before the commencement of a course, Blanche will retain any deposits made and refund or roll over remaining course fees.
 - Less than 48hrs before the commencement of a course, if the course is sold out and the place can be filled by another student, Blanche will retain the deposit and refund or roll over the remaining course fees. If the place cannot be filled, Blanche will not provide any refunds or roll overs.
 - Once a course commences, Blanche isn't able to provide any refunds, rollovers or transfers of any amount for any reason including absence from class.
- ♥ If Blanche has to cancel a whole course for any reason, she will notify participants as soon as possible and provide the option of a full refund or transfer into a different course of the same cost at Blanche Improv. In the very unlikely event that Blanche has to cancel a class within a series, she will reschedule to a time when most students are available and if a student cannot make the new time, she will provide a refund or rollover for that class.
- ♥ Concession rate applies to people on benefits, low income and actors equity members. Blanche isn't able to offer further discounts on the concession rate.
- ♥ As you know, improv can sometimes include physical activities and participation in any Blanche Activity is at your own risk.
- ♥ You agree that you will not do anything, while on the premises where any Blanche Event is to take place, that is illegal or otherwise likely to cause complaint from the premises owner, operator or guests, including for example taking illegal drugs or deliberately injuring or threatening any person. Any damage caused by you to a venue or another person during any Blanche Event will be your responsibility, including the payment of legal expenses and the like.
- ♥ Some of Blanche's courses require prior learning, she trusts that you are honest about whether you have completed the required level of training to participate. A course will not be fun for you or your class mates if you don't have the requisite knowledge.
- ♥ Please ensure you arrive to every class **ready to begin on time**. One person's lateness impacts the whole group. Students who arrive more than 10 minutes late to a class without notifying Blanche may not be allowed to participate in that class. If you will be absent from a class, please let Blanche know as soon as you can.
- ♥ Blanche works hard to hire the best coaches in the world, she trusts them to provide appropriate, quality feedback to players. All players are advised to refrain from providing improv or performance notes to other players within the Blanche Improv community.
- ♥ All of Blanche's coaches agree to a code of conduct. Students are encouraged to read this [code of conduct](#). If a student is aware that a coach is breaking the coach's code of conduct they are encouraged to inform a senior member of Blanche Improv staff or feedback through the anonymous feedback link. Blanche Improv will investigate all reports of misconduct and take appropriate action in its sole discretion. You acknowledge that because of privacy reasons Blanche may not be able to tell you the outcome of its investigation.

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- ♥ Please treat your coach with dignity and respect. They are people too! Blanche will investigate all reports of student misconduct and any student who is found to breach [Blanche's Code of Conduct](#) or otherwise treat a coach improperly may be asked to leave the Blanche Improv community and will forfeit any payments made to Blanche Improv.
- ♥ Many of the coaches at Blanche Improv are working, professional actors, whose availability can change with short notice. If a coach is unable to teach a class or whole course, Blanche will find a replacement coach who is equally qualified and fabulous!
- ♥ Blanche and her coaches provide regular, designated time in class for players to articulate and then restate or redefine physical and emotional boundaries. Please use this opportunity to be clear about your own needs and listen to the needs and boundaries of others. It is expected that you will honour the boundaries and requests of your class mates. Remember that consent is an enthusiastic 'Yes please!' not a reluctant 'Okay, fine...' and can be modified or withdrawn at any time.
- ♥ Blanche's courses are not pass/fail. Your coach will provide feedback throughout the course, including written feedback approximately half way through the course and again at the end of the course. Feedback at the end of the course will include personalised suggested next steps for you.
- ♥ Participation in the class show case is optional, however if you don't want to perform, please let your coach know as soon as you can as this may impact your class mates.
- ♥ Stage time in student show cases can vary based on a number of different factors. Blanche and her coaches work very hard to ensure fairness and on stage representation in line with Blanche's values. Format, casting, running orders and scripts are decided/signed off by the coach/director with Blanche, any decisions they make are final. Students may participate in skills based, class room exercises which teach about these aspects of our art form. This is different to making decisions regarding the show case. Any student who is found to have changed elements of the show away from the coach/director and the classroom, may lose the opportunity to perform in the class show case.
- ♥ Blanche has meticulously developed her curriculum and class plans, these plans remain the property of Blanche Improv and should not be taught without Blanche's permission. If you would like to learn to teach in the Blanche Improv style, please speak to your coach and they will advise you on the programs available at Blanche Improv.
- ♥ Any original intellectual property (including sketches) written by a student during a course at Blanche Improv, remains the property of the student. If the student wishes to reproduce the material, Blanche would appreciate appropriate acknowledgement and can provide logos and branding guides on request.
- ♥ While Blanche encourages all members of the Blanche community to follow the Blanche Code of Conduct in all interactions, she does not monitor or moderate any private or group communication between students, including class WhatsApp chats.
- ♥ Blanche does not pass on personal information, data or contact details without the permission of the player. Blanche will keep data secure in accordance with the [Blanche Improv Privacy Policy](#).
- ♥ Blanche respects you as an artist, opening your loving heart and vulnerably sharing your creativity. She knows you are full of positive intention. We are adult humans so we all have our sensitivities and people might bump into one another's 'stuff' during improv play. Let's take care of each other and aim to make kindness our first response.

Blanche is committed to fostering a wholesome, fun, fair and kind community. If there is ever something you believe she could be doing better, please email her at blanche@blancheimprov.com or submit feedback anonymously [here](#).

Participation in any Blanche Event represents your agreement to be bound by these terms and conditions, and breach of them may lead to your exclusion from future Blanche Events without refund of fees paid. Blanche may change these terms and conditions and those changes will apply 10 days after they go into effect unless you are given notice of that change sooner. This is not a contract to provide goods or services and isn't governed by the Consumer Rights Act 2015.

To be crystal clear "Blanche" means Blanche Improv and references to "She" refer to anyone employed by or otherwise acting as an agent for Blanche Improv.

Updated: 15th March 2024 LK