



Art and Design Room COMPLETE POLICIES AND PROCEDURES

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This policy was adopted in January 2014 and will be reviewed on an annual basis, or if there is a change in law, whichever comes first.

Last updated 10/09/2020 by Art and Design Room Manager Rosanna Apicella-Hill

Vision

Art and Design Room was started in 2014 by Rosanna Apicella-Hill, a qualified and experienced art teacher, to provide a range of inspired art classes for children, adolescents and adults. Where all people are given access to the arts so they can explore and develop their creative potential and are inspired to build for themselves a vibrant, diverse and connected community.

Aims

- To work towards inspiring young imaginations, bringing young people and creative practitioners together.
- To give children, young people and adults from our community the opportunity to engage in arts activities that will improve their life skills.
- To offer a creative outlet to all people participating in art classes, tutoring services, holiday arts camp and after school provision.
- To nurture health and well being by using the arts to encourage cooperation and problem solving, free expression, communication, imagination, and creativity and trust building.
- To raise awareness of Art and Design Room within the local community and to develop and promote its services in order to encourage greater participation and community engagement.
- To build Creative Partnerships with similar service providers in order to foster a collaborative working environment and reach mutual goals.

Outcomes

The direct benefits of our programs include: increased confidence and self esteem, overcoming barriers to learning leading to higher levels of attainment in school, identifying pathways to future careers, gaining transferable life skills, increased positive social networks and an enhanced social conscience and sense of place. Indirect benefits include offering employment art facilitators and training.

Safeguarding Children Policy

01. Statement of intent

At Art and Design Room we are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. We aim to encourage challenge and risk-taking activities for children, adolescents and adults to build self-esteem and confidence through a new understanding of themselves and their artistic potential in all communities.

Our aims are

- All people without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs.
- This policy applies to all the all staff and volunteers of Art and Design Room.
- We actively promote awareness of our safeguarding policy to the public which is available to view at www.artanddesignroom.com in the footer of the website.
- Members are asked to read and accept our policies and procedures and terms & conditions of membership at point of registration; all concerns, and allegations of abuse will be taken seriously by trustees, staff and volunteers and responded to appropriately - this may require a referral to Children's Services and in emergencies, the Police.
- We have a firm commitment to safe recruitment, selection and vetting.

We believe that:

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.

We recognise that:

- The welfare of children is paramount in all the work we do and in all the decisions we take all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies are essential in promoting young people's welfare.

02. Code of Behaviour

We promote good practice by:

- Encourage all staff to be friendly and approachable to children.
- Ensuring staffs listen to children and respond in a positive, sensitive and responsible way.
- Providing opportunities for children to make their own decisions, develop their self-esteem and resolve their own conflicts.
- Ensuring that details about children are kept securely and shared on a need to know basis only.
- Regularly updating policies & procedures in line with recent training and changes to the law/ good practice guidelines.
-

Appropriate conduct guidelines

- Avoid initiating physical contact (unless part of a dance/drama or sports activity)
- Avoid physical expressions of emotion (unless part of a drama/dance activity)
- Avoid any physical contact, if by unavoidable circumstances, are alone with a child.
- If a child initiates contact, break it at the earliest opportunity without the risk of the child feeling rejected.
- If a child is persistently inappropriate speak firstly with them and then with the CPO or activity leader.

We do not allow

- Sexual conduct
 - Lending/borrowing property /money.
 - Giving/receiving gifts.
 - Exclusive/secret relationships.
 - Taking children home.
 - Communicating with children online, in chat rooms, on social media or private message.
- Group specific rules and guidelines

In the event that a child is in danger of either causing harm to him/her or poses a high risk to others or has threatened to destroy significant property, it may be necessary to restrain the child. All staff will be trained in how to restrain a child safely. No staff members should, at any point be alone with a child.

03 Group specific scenarios

The Director will carry out risk assessments, which will include the site-specific health and safety and child protection issues of each planned event; this will flag up any dangers and highlight any necessary preventative measures that need to be implemented.

04 Types of abuse & how to recognise abuse

Four Different Types of Abuse

Neglect is the most common type of abuse. Some research claims children are more likely to be neglected if they're poor because parents are preoccupied with survival – but wealthy families definitely can and do neglect their kids. Neglect occurs when parents or guardians don't provide food, shelter, safety, supervision, clothes, education, attention, or medical treatment – often it's about what they don't do. This is an abusive relationship.

Physical signs.

A child may consistently be dressed inappropriately for the weather, or have ill-fitting, dirty clothes and shoes. They might appear to have consistently bad hygiene, like appearing very dirty, matted and unwashed hair, or noticeable body odour. Another warning sign is untreated illnesses and physical injuries.

Behavioural signs.

Does the child seem to be unsupervised? Schoolchildren may be frequently late or tardy. The child might show troublesome, disruptive behaviour or be withdrawn and passive.

Physical abuse can be the easiest of all four types of abuse to spot because the clues can be obvious when someone hits, slaps, beats, burns, kicks, or stabs you. However, there may not be evidence when someone grabs your arm, shakes you, or pushes you around – but that's definitely physical abuse. Abusive relationships can be easy to recognize.

Physical signs.

Sometimes physical abuse has clear warning signs, such as unexplained bruises, welts, or cuts. While all children will take a tumble now and then, look for age- inappropriate injuries, injuries that appear to have a pattern such as marks from a hand or belt, or a pattern of severe injuries.

Behavioural signs.

Other times, signs of physical abuse may be subtler. The child may be fearful, shy away from touch or appear to be afraid to go home. A child's clothing may be inappropriate for the weather, such as heavy, long sleeved pants and shirts on hot days.

Sexual abuse is any form of touching, intercourse, or exploitation of your body. This includes taking pictures for sexual purposes, asking you to touch someone else's private parts, and making sexual references to your body. Being forced to touch or have sex with any person, including family members against your will is sexual abuse. Abusive relationships can make you feel ashamed.

Behavioural signs.

Does the child display knowledge or interest in sexual acts inappropriate to his or her age, or even seductive behaviour? A child might appear to avoid another person, or display unusual behaviour- either being very aggressive or very passive. Older children might resort to destructive behaviours to take away the pain, such as alcohol or drug abuse, self-mutilation, or suicide attempts.

Physical signs.

A child may have trouble sitting or standing, or have stained, bloody or torn underclothes. Swelling, bruises, or bleeding in the genital area is a red flag. An STD or pregnancy, especially under the age of 14, is a strong cause of concern.

Emotional abuse is when someone threatens or humiliates you. This includes calling you names, putting you down, insulting you, or breaking your things. Control is a huge part of emotional abuse and involves chronic anger, jealousy, accusations, and distrust. This type of abuse is the hardest to spot because the injuries aren't physical or immediately visible. Emotional abuse can be mistaken for passionate or intense love. Abusive relationships don't always involve physical violence.

Behavioural signs.

Since emotional child abuse does not leave concrete marks, the effects may be harder to detect. Is the child excessively shy, fearful or afraid of doing something wrong? Behavioural extremes may also be a clue. A child may be constantly trying to parent other children for example, or on the opposite side exhibit antisocial behaviour such as uncontrolled aggression. Look for inappropriate age behaviours as well, such as an older child exhibiting behaviours more commonly found in younger children.

06 How to respond to a child or a young person

DO...

Treat any allegations extremely seriously and act towards the child as if you believe what they are saying

Thank the child for telling you

Reassure them they are not to blame

Be honest about what you must do and who you will have to tell next

Keep the child up to date about what is happening

Take further action immediately

Write down everything that has been said, using the child's words make sure not to ask any leading questions.

Seek medical attention if necessary

Inform parent/ carers unless there is suspicion that they are involved Follow Art and Design Room referral procedure as specified in section 07

DON'T...

Make promise you can't keep

Interrogate the child or ask leading questions Cast doubt on what the child has told you

Interrupt or change the subject

Make the child feel responsible for the abuse Fail to act

07 Referral Procedures; reporting signs of abuse

- Any member of staff noticing signs of abuse will immediately report it to the manager.
- Staff will be introduced to signs to look out for during induction and where necessary be booked onto a Safeguarding Children training course.
- The manager will make a detailed note of any injury or event on an incident and accident form.
- Areas of injury will be marked on a body map.
- The staff will at all times respect the dignity of the child by being calm, kind, gentle and asking the child non-leading questions.
- Staff will be as discrete as possible making the child feel at ease.
- Staff will accept what the child says and write down as much as possible in a factual, objective manner.
- The parent will be approached and asked in a non-biased manner about the nature of the injuries/ event by the manager. They will be asked to sign the accident and incident form.
- If the manager is not happy with the response of the parent, the CPO will be contacted.
- If the parent is also concerned, we will do our best to work in conjunction with the family to ensure the matter is handled effectively by the relevant agencies.
- After discussing the matter, the manager and CPO will decide whether the Social Services and the trustees need be called for further advice.
- Parents/guardians will always be approached before this step is taken, and this step will not be taken lightly or without reason. If abuse is suspected however, we must and will report it.
- Confidentiality will always be maintained and information will only be given to those people who have a right in law to see it. Our commitment to service users is to maintain on-going contact with Social Services in order to be able to support the child and their family in the best possible way.

In order to ensure good practice, we have a procedure for if an allegation is made against a member of staff concerning abuse of a child:

- The safeguarding officer and trustees will meet with the member of staff and minutes will be made of the interview. All persons present should sign the minutes.
- If the allegation appears to hold some truth to it, the member of staff will immediately be suspended, without pay until the matter is satisfactorily resolved.
- Every attempt will be made to resolve the matter by the next day.
- Should the matter not be resolved, a representative from Social Services will be asked to join the next meeting at the earliest possible date.
- If a member of staff is found to have been abusive to children in the care of Art and Design Room, we will prosecute to our fullest capability.
- The contact number for Hertfordshire Social Services 0300 123 4043 and Ofsted 0300 123 1231.
- The above agencies will be notified of any allegations against staff.
- Confidentiality regarding families or staff will be maintained.

'Whistle-blowing'

It takes courage to challenge inappropriate behaviour by colleagues. Any member of staff seeing another member of staff behaving inappropriately must take action by speaking to the member of staff immediately. If, however, the behaviour is very worrying, an incident form should be completed and reported to the safeguarding officer immediately. If there is a possible case of abuse, do not give the person the opportunity to make an excuse. *If you ever need to do this, your confidentiality will be maintained.* The stated procedure if an allegation is made against a member of staff concerning abuse of a child then comes into place.

1) Abuse can be obvious or subtle. Emotional abuse, such as making a child feel worthless or inadequate, and neglect of, or unresponsiveness to, a child's basic emotional needs and failure to protect a child from danger *is abuse and must be treated seriously*.

2) As a charity that helps vulnerable children, anyone with the intention of harming children may be seeking to gain employment with us. Abusers can be anyone, male, female, old, young, and may not have a previous history. It is vital that all staff are vigilant and all causes for concern reported.

3) *Children must always feel that their needs are being put first, and confident that they can bring concerns to a member of staff*. This can be achieved by building a caring trusting relationship with the children. Staff should engage in conversation, whilst being careful not to disturb child-centred play.

“The best way to protect children is to empower them and give them a voice.”

08 Recording reported or suspected abuse

Art and Design Room hold accident/incident report online forms which are completed by the Arts Manager should an incident take place, the forms record information concerning the name, age of the child and time and date of the event, the place of injury, a description of what occurred, who witnessed the event and any subsequent action/care that was given. Parents are informed of the incident/accident by automated email and verbally, upon collection of their child. All completed forms are confidential and held securely on line on an SSL encrypted server owned by Microsoft Azure based in Dublin, Ireland.

Confidentiality and Information Sharing Policy

When is information confidential?

The Children's Legal Centre document (1) says, "It is generally accepted that a duty of confidence arises where confidential information comes to the knowledge of a person (the confidant), in circumstances where that person has notice, or has agreed, that the information is confidential".

In a child or youth work setting circumstances should include if the young person makes any attempt to restrict the environment or the audience. For example, asks to talk in private, moves you away from others before talking, talks in a whisper, and watches the whereabouts of others (unless the child is 'acting' as part of a dramatic piece of work). A confidence may even seem trivial, but it does not mean it should be treated with any less discretion. It is not for the staff member to judge what personal information is.

How do I know if information should be treated as confidential?

There are three principles to be applied in assessing whether information given is to be treated as confidential;

- a). The information must be confidential. Once the information is in the public domain and is generally accessible to others, it is no longer confidential.
- b). The information must not be useless or trivial.
- c). The information must have been given in circumstances where the confidant must reasonably have understood that what was said was confidential".

A young person has the right to have their confidence respected, and staffs have an obligation to maintain and respect that right. There exist exceptional circumstances where confidentiality cannot be maintained, and a young person's wishes must be overridden, defined as being where:

- The young person is in a life threatening situation (including self harm)
- Inaction might place them or someone else in a life threatening situation
- If a young person is threatened by an abuser
- Where the rights of other young people who have not been consulted would be infringed
- Where someone else could be harmed

However, they do not include disclosure about a young person's

- Drug use
- Illegal activity
- Sexual activity

What should I do if I have to disclose confidential information?

When a decision is taken to disclose confidential information the following procedure must be followed:

- Inform the Charity Manager. This can be done directly or the Arts Manager can inform their immediate line manager, who will then pass the information on. Speed is of essence, especially in cases where exceptional circumstances apply.
- An action plan will be agreed with the Charity Manager and Trustees, which will include an agreement as to who informs Social Services. In these circumstances arts workers have a statutory duty to inform Social Services of 'suspected or identified abuse', whether sexual or physical, which would include information disclosed about another young person. Whenever possible this should be done with permission of the young person, who may need a lot of in depth support from the youth worker to be able to make this decision. However, with or without the permission of the young person involved, the information must be passed on to Social Services.
- Confidential 'file notes' need to record all actions taken.

Information about children and young people.

Collection and storing of information about children and young people should always be carried out on a need to know basis.

- Information should only be gathered and kept with the consent of the young person and their guardian.
- We offer to run observations on children, with parents' permission if we have a concern that the child may be displaying behaviours on the autistic spectrum. We share this information with parents and can offer to write a letter to the child's Doctor, School or educational psychologist upon request.
- Young people should be informed of exactly who will have access to the information and what the information will be used for.
- Young people have the right to access information about themselves at any time.
- Records are kept in a secure locked place and are being protected from unsupervised access.
- We do not keep confidential data on a computer hard drive.
- Records are kept no longer than necessary.
- Any correspondence that is carried out which names the individual should be done with the knowledge and consent of those individuals, copies of letters and correspondence should be kept secure.
- Statistical and case history information can be extracted from records, but should never include identifying information.
- The same rules of anonymity should apply to workers keeping records of young people for other uses such as training.
- Consent forms for trips away need to follow the County guidelines
- Information imparted as confidential must remain confidential even when there is no longer any contact with the young person.

Information about staff

- All staff members should receive list of all arts workers' names and contact numbers/addresses, unless there is a reasonable request not to do so.
- A member of staff's address/telephone number should be passed on to other relevant individuals or organisations only with the individuals' consent.
- Relevant medical information about workers should be shared with a staff team only with the individuals' consent.

Personal information about staff members should not be given to young people without the individual's permission. As with young people, all records and information should be kept secure.

How should I deal with requests for information from other agencies?

Staff may from time to time be asked to disclose confidential information about a young person to another professional, service or agency. Such information should generally only be released with the consent of the young person or where it is necessary for the protection of the young person or a third party. However, as youth workers develop closer working partnerships with a range of agencies where there might be an expectation of shared information it is important to establish protocols about which young people are informed.

Disclosure of information to others

In order to avoid losing the trust and confidence of a young person by having to break their confidence, staff should, wherever possible try and pre-empt disclosure of, for example, abuse, and inform the young person that if they do decide to reveal information the staff member will have no choice but to act on it.

Disclosure of information between staff members

Staff members have a duty to respect any confidential disclosure made to them. It should be assumed that any personal information given in the following circumstances is confidential;

- A supervision session
- A training event where confidentiality is agreed by consensus
- Personal information given at a job interview.
- Staff Development interviews

Staff should first secure the consent of the other person before imparting confidences, it should not be assumed. Asking to have a 'private word' implies a desire for confidentiality.

Privacy Notice

Introduction The GDPR is General Data Protection Regulation. Our company works to collect and use personal information fairly and transparently. This privacy notice helps to describe all the privacy information that we make available or provide to individuals when we collect information about them.

Data Controller

Art and Design Room process personal information relating to staff, parents and children and are responsible for GDPR compliance. We are a registered data controller with the Information Commissioners Office and renew registration annually.

Data Protection Officer (DPO) The data protection officer for Art and Design Room is Rosanna Apicella-Hill, and is contactable on 07809235534.

Data Subject

The data subject is the person whose personal data is held or processed e.g. a child. Data subjects have right under the GDPR:

1. Right to be informed
2. The right of access
3. Right to rectification

4. Right to erase
5. Right to restrict processing
6. Right to data portability
7. Right to object
8. Rights in relation to automated decision-making and profiling

Children's Personal Data

We hold personal data about children to aid teaching and learning, to help keep the children safe and to assess how the charity is performing. We may also receive data about children from other organisations including but not limited to the school they attend local authorities and the Department of education. DfE Mail so shares children's personal data that we supply them with third parties this will only take place where legislation allows it to do so and it is in compliance GDPR.

Decision on whether DFT releases this personal data to third parties are subject to a robust approval process and are based on a detailed assessment of who is requesting the data the purpose for which is required the level and sensitivity of data requested and the arrangements in place to store and handle data.

If you need further information about how our local authority collects and use your information please contact the social care and health team directly.

'Special Category' Data

We also collect special category data of children including;

- Medical conditions/ Allergies
- Special educational needs

This type of personal data is classified, as special category data, which the GDPR says, is more sensitive and therefore requires more protection. The lawful basis for processing this special category data is 'consent'. This means the child or the parent has opted in to give permission to share this data with Art and Design Room.

Retention Schedule

All personal data collected and processed by Art and Design Room unless. This policy is in line with Ofsted Regulations for settings listed on the Childcare Register. of time depending on the type of data and securely dispose two regulations of. This includes both electronic versions and hard copies.

Requesting to access your data

Parents can access their personal data via the online log in portal 24/7. Art and Design Room keep observations of children's behaviour where necessary. This information is shared with the child's parent, verbally on collection. We keep this data as we have a duty of care to ensure all the children are kept safe from harm.

Request to change or erase data

The GDPR has introduced a right for individuals you have personal data erased. This right is not absolute and only applies in certain circumstances.

Promotional emails and content

You agree to receive from time to time promotional messages and materials from us, by mail, email or any other contact form you may provide us with (including your phone number for calls or text messages). If you don't want to receive such promotional materials or notices – please just notify us at any time.

This copyright statement applies to all photography & images found on this website, and any other sites found on the Art and Design Room.com domain.

The photographs contained on this, and any other site under the Art and Design Room, are the property of Art and Design Room and are protected by copyright laws. All copyright, trademark, and other intellectual property rights in this site, are the property of Art and Design Room. The teachers/tutors of Art and Design room will always ask for consent from class parties/individuals before taking photos of artwork from the art classes to be catalogued on our website and social media streams for publication and promotion purposes unless stated otherwise.

Complaints Procedure

At Art and Design Room we believe that all individuals should be treated with the utmost respect. We aim to provide a high quality service, and therefore believe that any queries, questions, complaints or concerns should be addressed courteously, promptly and, where possible, the wishes of the service users will be our priority. We believe in progression through development and improvement, and as such would welcome suggestions from the community, which we are serving. Our intention is to work in partnership with children, parents and carers.

Any concerns, which the parent/carer has about Art and Design Room or their child, no matter how small, should first be discussed with the Arts Manager-Rosanna Apicella-Hill. The Arts Manager will acknowledge the complaint within 48 hours (excluding weekends and bank holidays). The Art Manager will endeavour to respond in writing to this complaint within 7 working days.

10 Emergency Contact Details

Emergency Services 999

Art and Design Room- Rosanna Apicella-Hill 07809235534

NSPCC 01823 346346

Sovereign Centre Security 01202 392 724

Human Resources Policy

Staff recruitment, induction and training

Procedure for appointing freelance and voluntary staff

- Advertise as widely as possible, through schools, on posters, newspapers, job centres, CIS etc.
- Arrange interviews; ask applicants to bring 2 forms of ID passport/ drivers' licence or 3 forms of any other and 2 formal proof of address.
- Applicants complete application form while documentation is being checked and noted.
- They will be given the Job Description, a brief history of the charity & its ethos, the future and job role within this.
- Full working history will be clearly ascertained, reasons for any gaps in employment, references from previous employers taken, training and qualifications checked by original certificates.
- Record details of any current DBS checks.
- Conduct the interview and give the applicant a DBS form to complete, to be sent on offer of employment. Ask if they are on the DBS update service first.
- Offer good candidates the chance for a supervised visit. This is part of the selection process; the candidate will be assessed according to the job description and is not paid. Candidates will be expected to prepare and lead an activity during this visit.

- Telephone and written references taken and received.
- Arrange time of work visit, make staff aware of visitor coming and hand out Work Visit Evaluation form to all staff that will be there.
- Work Visits completed and abilities as relevant to Job Description considered.
- Best Applicant selected and offered post, induction scheduled before work starts where possible and as soon after should this not be possible.
- DBS sent, when appropriate. If the candidate needs to start immediately, we will accept a DBS that has been conducted within the last two years.
- New member of staff to bring documents as per 'List of Documents for New Staff' to Induction.
- Induction (see induction procedure & induction day)
- First Appraisal must be completed by date agreed during induction.
- New member of staff to participate fully in the induction process.
- Two copies of Offer of Employment are given to the member of staff, signed by both parties and attached to each parties copy of the contract. *

** Not applicable to voluntary staff*

05 Inductions, On-going Training & Participation Procedure

All staff will undergo an induction day, which will be arranged as follows:

1. Before starting the job: Meet, do a brief tour of the office/event including emergency exits.
2. Ensure new staff aware of fire evacuation procedure.
3. Give new Member of Staff this outline of Induction, On-going Training & Participation
4. Paid staff to sign a contract, given a uniform, a copy of policies & procedures. Collect all necessary documents & information as per 'List of Documents for New Staff' Employment cannot start without this.
5. New staff will be made aware that they will be asked questions about both P&P during first Appraisal, and must demonstrate a competent working knowledge of them in order to complete the contract.
6. Freelance staff to provide UTR number, insurance certificate and certificate of qualifications. Photocopies taken and kept on file.
7. Go through P&P getting new member of staff to sign each page of P&P, as it is understood. Art and Design Room will keep this on file as confirmation it has been read.
8. Staff Member to complete emergency contact & staff information forms to be kept in the office.
9. Arts Education Centre: practical induction; ensure staff have a clear understanding of where the fire alarm and fuse board is located, use of the landline and mobile, how to use the printer and replace ink cartridges, recycling procedures and rubbish disposal, cleaning routines, passwords for internet and Mac access, how and where to fill in relevant forms, such as accident & incident and daily diary, how to use 'magic booking' to safeguard our members and centre security.
10. Specify and discuss job roles & tasks.

Support

This is the on going, on the job training, which involves informal discussion and practical learning. The more experienced staff in every way possible through positive discussion and mutual respect will assist the new member of staff. All staff will be made aware that it is their responsibility to assist new staff reasonably and report honestly to the Standards Manager on how the new member of staff is doing. The Charity Manager will play a key role in this part of induction. New members of staff are expected to raise any concerns, questions and queries with the Art Manager. We also expect all staff to participate in peer observations.

Appraisals

This is a formal event to discuss progress in job role and will play a large part in the offer of continued employ. This is an opportunity for team members to raise any issues in terms of

personal training requirements, operations, observations of children in setting for potential referrals, any concerns and booked holidays etc. Timing may vary depending on work performance, but will usually take place at the end of each termly contract. Actions will be recorded and delivered within a set time frame. We may request an early Appraisal should it be deemed necessary.

Staff Meetings

Attendance at staff meetings is expected. Staff Meetings are held monthly, and will cover changes in P&P, quality assurance requirements, Art and Design Room targets and tier training.

Equal Opportunities Policy

Art and Design Room is an equal opportunities employer. As such, we are committed to ensuring that no person (employee or service user) receives less favourable treatment than any other person. We treat everyone as individuals regardless of their religious persuasion, racial origin, cultural and linguistic background, sex, sexual orientation, social group or ability. Art and Design Room operates in accordance with the following relevant legislation:

Sex Discrimination Act 1975

Equal Pay Act 1970 & 2003

Human Rights Act 1998

Special Educational Needs Codes of Practice Race Relations Act 1976 & 2000

The Children Act 1989 & 2004

Every Child Matters 2003

Working Together to Safeguard Children 2006, updated 2010

Equalities Act 2010

United Nations Convention on the Rights of the Child 1989 (ratified in the UK 1991)

General Data Protection Act 2018

We believe that the activities offered in our Art classes should be accessible to all children and young people. We believe that this should be reflected in the policies, procedures, provision, equipment and activities. To this end we aim to actively promote equality of opportunity and anti-discriminatory practice in and by children, young people and staff. We actively recognise and promote the richness of cultural diversity in our programs.

Admissions

Art and Design Room is open to all children, young people and adults. Participants engaging in activities are made aware of all the clubs policies and procedures.

Employment

Art and Design Room will appoint the best person for each job based on criteria specified by the demands of the job. Commitment to implementing the group's policies will form part of the Contract of Employment for all workers.

Our aim is to show awareness and celebrate diversity of different cultures from around the world in our events program.

We aim to do this by:

- No specific indoctrination in any one faith.
- Participants will be made aware of festivals and events which are up coming and will be introduced, where appropriate & possible, to the stories, customs, activities, clothes and foods of that festival.
- Staff will be expected to have a knowledge of cultural festivals and if not familiarise themselves with local festivals and community events.

Environment and resources

These will reflect and be chosen to give children and young people a balanced view and appreciation of the rich diversity of varying abilities in a multi-cultural and multi-racial society. Learning about other cultures & religions will not be limited to festivals, but will be broadly based throughout activity planning.

Materials and equipment will be selected to allow accessibility for all children and families, encourage development of self-respect and respect for others. This will be achieved by avoiding stereotypes, derogatory pictures, messages or language about any group of people, and by showing the positive values of diversity as a part of everyday life.

Special needs

Art and Design Room recognise the wide range of special needs of children and families in the community. We aim to be able to meet the needs of those in our care, and will strive to do so by listening to such needs, discussion and planning with young people, parents and staff the implementation of means to meet their needs wherever possible. We will work in partnership with parents, schools and social services to assess the support needs of the child. If our report identifies 1:1 support is required, unfortunately we will no longer be able to offer a place, as our current program is not funded to offer this level of support.

Language

Where necessary the translation of information will be obtained to allow as many language groups as possible access. Multi-lingualism is an asset, will be recognised as such and where possible encouraged.

Discrimination

Discriminatory behaviour and remarks are unacceptable. Response to such behaviour and remarks will first meet the needs of and support the feelings of the victim(s), then to help the perpetrator understand and overcome their prejudices, and why such behaviour is unacceptable.

Food

Art and Design Room do not provide drinks or snacks whilst children and young people are participating in activities; participants may bring their own on site related to any specific dietary needs dictated by medical or cultural requirements. Strictly a no nut policy is adopted.

Ethics

All participants and staff will be respected for their individuality, they're potential being recognised, valued and nurtured. Activities and equipment aim to offer participants opportunities to develop in a safe caring environment free from prejudice and discrimination with the hope that this behaviour is carried on to their lives outside Art and Design Room. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Behavioural Management Policy

We believe that people flourish in a well-structured environment in which all parties know what is expected of them. Participants should be free to explore their creative potential without fear of being hurt or bullied. We therefore aim to create an environment, which encourages self-discipline and self-esteem in an atmosphere of mutual respect and ability to appreciate the needs of others.

In order to achieve this, rules governing the behaviour of the participants will be:

- Consistent, firm, but kind.
- agreed with participants on a project-to-project basis
- Displayed in a prominent place.

- Positively phrased.
- Written and regularly discussed with participants.
- Explained to all newcomers (staff and users)

Staff will provide a positive role model for participants with regard to the adherence to rules, friendliness, willingness to resolve conflict calmly, care and courteousness. Positive behaviour will be praised wherever possible, and the situation where a participant only receives attention for unacceptable behaviour should be avoided.

When unacceptable behaviour occurs:

- Neither physical punishments nor the threat of physical punishments will ever be used.
- These include shaking, smacking, pushing, pulling etc.
- Participants will never be sent out of the room by themselves, or alone with any one member of staff.
- The humiliation of children is unacceptable.
- Participants will first be told that such behaviour (bad language, activities causing possible danger etc.) is unacceptable.
- They will have the reasons explained to them.
- Frequent recurrence of that behaviour will result in a behaviour management strategy such as 'time-out', 1:1 with staff member or exclusion from the activity in which the individual is involved.
- 'Time-out' is defined as time sitting alone in a supervised area, not being able to join in activities.
- Participants should not be made to sit facing the wall or in a corner.
- During 'time-out' a member of staff should engage the child in conversation to establish the reason for such behaviour, to make sure the individual understands why it was wrong, and to suggest alternative acceptable behaviour.
- In the case of extreme misbehaviour, such as racial abuse or violence, the individual will immediately be put in 'time-out', and the victim dealt with first.
- Participants are expected to apologise for hurting or upsetting another person, even if it was an accident.
- It will always be made clear to the individual that it is the behaviour that is unwelcome, not the child or young person themselves.
- Staff will never shout, except to warn of a danger.
- Staff will be aware of and respect a range of cultural expectations regarding interpersonal interactions.
- Staff will deal with inappropriate behaviour in a way that encourages the individual's development in a positive way.
- Recurring problems will be tackled by a variety of means, using positive reinforcement, star charts, stickers, rewards for good behaviour etc.
- Recurring problems will be tackled in partnership with the partnership organisation, school, youth offending team, learning support unit and the Art and Design Room's Manager, possibly resulting in a short-term suspension in order to discuss and resolve the situation.
- At this point the situation will be discussed with the parent/guardian and a mutually acceptable solution found. Permission for targeted observations will be sought.
- Every effort will be made to help the individual adjust his/ her behaviour.
- Should problems persist, unbiased observation records will be kept. Parents will have access to these records, but no unauthorised person will.
- A review of the observation records will be held between staff and communicated to the family.
- Hopefully as a result of this some improvement will be noticed and noted.
- If a solution is not found to persistent misbehaviour, and the behaviour is dangerous or abusive, the parents will receive an exclusion warning, to be written on the Incident online form and signed by the parents.

- Further observations and the reviewed action plan will hopefully show some significant improvement in the individual's behaviour.
- Should there still be problems, exclusion will be deemed necessary, and will be written in the incident book, to be signed by a parent/carer. This is a last resort and should be avoided, but the safety of the group is paramount.
- Should they not want to sign; written notice will be sent to them.
- Parents should note that refunds would not be given in such cases, that should they wish the place to be held during the exclusion, it must be paid for.
- The individual will be allowed to return if he/she shows willing to alter their behaviour. Should dangerous or abusive incidents occur during this time, exclusion will be immediate and permanent.
- Staff will be made aware through induction, training, supervision, and appraisals that some kinds of inappropriate behaviour may be the result of an individual's Special Needs or environmental circumstances.
- In such a case the SEN-Co will research the condition, work closely with the staff team to support the family and do everything within our capabilities of supporting the individual's positive development.

If the Arts Manager believe that the child requires 1:1 support in the art class setting, the parents will be informed that it is not in the best interests of the child that they attend Art and Design Room and their membership will be deactivated.

Please be aware that these steps will only be taken with regards to our holiday arts club, which have been paid for. The Art manager has the right to refuse entry to any child member attending our after school club if they believe the child's behaviour to be unacceptable and /or pose a risk to the safety of the group. A parent will be called for immediate collection at the time of the incident. If the parent cannot collect the child and the child continues to pose a risk to the group the child will be asked to leave the setting.

The decision to cancel a child's place will be based on whether the child can;

1. Fully comprehend and adhere to our class rules.
2. Focus their attention and engage in a two-hour arts workshop.
3. Work independently, once instruction has been given, in supervised artist- lead sessions.
4. Grow in confidence and self-esteem in the Art and Design setting.
5. Conduct themselves in a manner that does not pose a risk of harm to themselves and other members of the group.

If, after a period of time, a change in the child's growth and development indicates the six criteria can be met, the parent can reapply for the child to attend. We recommend an elapsed period of one year after account deactivation. Prior to re-registration, please call the Arts Manager and arrange to book a full-day holiday arts club trial session. The Arts Manager will re-assess the child's support needs and either offer/decline the application accordingly.

Health and Safety Policy Statement

Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and

- to review and revise this policy as necessary at regular intervals.

2.0 Responsibilities

Overall and final responsibility for health and safety is that of Art and Design Room. Day-to-day responsibility for ensuring that this policy is implemented is delegated to the Arts Manager.

To ensure that health and safety standards are maintained and improved the following people have responsibility in the following areas

The Art Manager and other staff with supervisory responsibility

Induction of new staff in respect of office fire procedure and security procedures.

Updating and reviewing of all policies relating to health and safety.

Ensuring that all team members are provided with adequate information, instruction and training in all matters relating to their health & safety at work and for adequate supervision to ensure they adhere to health and safety policies and rules.

Ensuring that their team members are advised of the risks involved in working away from the office and that they are adequately trained to carry out such work.

Ensuring that all staff and volunteers in their own team are able to do risk assessments of their own working environments.

Ensuring that team members are provided with all equipment that they need in order to work safely.

Ensuring that all accidents in their area of responsibility are reported and investigated as appropriate

Advisor to Art and Design Room

Provision of advice on changes to legislation or events that necessitate a review of existing policy and practice.

All staff have to:

Co-operate with supervisors and managers on health and safety matters;

Not interfere with anything provided to safeguard their health and safety;

Take reasonable care of their own health and safety; and report all health and safety concerns to their immediate Art manager.

3.0 Arrangements

3.1 Risk assessments

The following managers will be responsible for ensuring that risk assessments are undertaken: Arts Manager

The findings of the risk assessments will be reported to the Trustees of Art and Design Room. The managers as above will be responsible for arranging that appropriate action be taken where required.

The relevant manager as above will check that the implemented actions have removed/reduced the risks.

Assessments will be reviewed every two years or when the work activity changes, whichever is soonest. These will be held in the offices of the project to which they relate as above. The risk assessments will be held in the relevant work place in order that they are accessible to people in those locations. Copies will be held on file with Art and Design Room.

3.2 Consultation with employees

All employees will be involved directly in discussions involving their health and safety. This will take place at routine staff meetings and at other times as required. Employees are encouraged to raise any issue relating to H&S at staff meetings or immediately if the situation demands this.

3.3 Safe equipment

The following managers will be responsible for identifying all equipment needing maintenance; ensuring effective maintenance procedures are drawn up; and ensuring that all identified maintenance is implemented: - Arts Manager

Any problems found with equipment should be reported to the relevant Art Manager, they would check that new equipment meets health and safety standards before it is purchased. These procedures will relate to equipment lent out to clients as well as that used on the premises. The relevant manager will ensure that equipment lent out from their premises is checked at regular intervals to make sure it is safe to use. In the case of portable electrical equipment this will include arranging and recording an annual Portable Appliance Test or other inspection as appropriate for each item.

3.4 Safe handling and use of substances

The following managers will be responsible for:

Identifying all substances which need a COSHH assessment; Undertaking COSHH assessments;

Ensuring that all actions identified in the assessments are implemented; Ensuring that all relevant employees are informed about the COSHH assessments;

Checking that new substances can be used safely before they are purchased.

Assessments will be reviewed annually or when the work activity changes, whichever is soonest. A separate COSHH assessment will be conducted for work based in each premises.

3.5 Information, instruction and supervision

The Health and Safety Law poster is displayed at each premise.

Supervision of young workers/trainees will be arranged/undertaken/monitored by the relevant line manager. Line managers are responsible for ensuring that our employees working at locations under the control of other employers are given relevant health and safety information.

3.6 Competency for tasks and training

Induction training into general office routines and H&S will be provided for all employees by the relevant manager. Job specific training will be provided by the relevant line manager.

Specific jobs requiring special training are;

Lone working

Working away from the Art and Design Room Office Home-working

3.7 Accidents/Incidents and first aid procedure.

All accidents and incidents shall be assessed on the scene by a fully trained and appointed, first aider. No other member of staff may administer first aid.

The appointed person(s) for Art and Design Room Arts Education Centre are: Rosanna Apicella-Hill Arts Manager – Qualified First Aider

All appointed first aiders must repeat the course every 3 years. The first aid box is kept on site at reception. The first aider on site has a duty to ensure;

1. They completed a risk assessment of the setting.
2. They make the children aware of health and safety procedures at the park and remind children before they leave the setting of both the park safety rules and road safety rules.
3. Children must be supervised at all times and must walk in pairs.
4. They have access to a fully charged telephone.
5. They have access to all parents' emergency contacts of children attending, either through a printed/digital copy to accompany the register.
6. They have a fully equipped first aid box.

7. There are staffs to supervise children in case one member needs to leave with the child in an ambulance. (2 adults must remain)

The first aider on the scene will assess the situation and administer first aid according to the training he/she has received and in line with the procedures laid out in 'First Aid' by St Johns Ambulance. Other than water, the first aider will only use the first aid equipment that is in the first aid box to treat the child. Please be aware, we do not carry or administer creams, lotions, Calpol, freeze sprays, homeopathic remedies, cold packs, painkillers, inhalers, antihistamines or EpiPens.

These items include:	
• Eye Pad	•Gloves
• Finger dressing	• Face shield
• Scissors	• Low adherent dressing
• Gauze swabs	• Hypoallergenic adhesive tape & plasters
• Burn dressing	• Wound dressing
• Triangular bandage	• Foil Blanket
• Conforming bandage	• Eye Wash

How we respond to a first aid emergency.

1. If the first aider's initial assessment of the accident is minor, the child will receive the required care and reassurance. The parent will be informed about the minor accident upon collection.
2. If the child suffers a head injury and is breathing, conscious, and there are no visible signs of bruising, swelling, bleeding, loss of memory, or concussion the parent/carer will be called. The circumstances surrounding the accident will be explained in full and the parent will be asked if they wish to collect their child. If the child remains in our care we will conduct regular observations. If there is deterioration in the health of the child at any time we will call the parent immediately. See step 3.
3. If the first aiders initial assessment of the child is life threatening, the first aider will administer emergency first aid and both the parent and an ambulance will be called.

All accidents will be recorded in the accident log sheet once the Arts Manager has returned to the setting and has time to safely complete the data entry. Major accidents will be reported to emergency services.

3.8 Monitoring

To check our working conditions, and ensure our safe working practices are being followed, we will

- Carry out a routine inspection of premises every week.
- Include H&S as a standing item on the agenda of all team meetings

A manager will be appointed to investigate accidents as and when they arise. Where it is felt that there is insufficient expertise within the staff team the trustees will be consulted with a view to obtaining external professional advice. The Charity Manager is responsible for investigating work-related causes of sickness absences. **The Art Manager is responsible for acting on investigation findings to prevent a recurrence.**

3.9 Emergency procedures- Fire and evacuation

The Art Manager will be responsible for:

Ensuring that fire risk assessments are undertaken and implemented;

Checking escape routes

Testing fire alarms or ensuring they are tested by landlords;

Reviewing the emergency evacuation procedures;

Maintaining fire extinguishers adequately or ensuring that landlords do so.

Working in Partnership with Parents and Carers

We believe that the most effective way to care for a child or young person is by working closely with parents, giving the child a sense of unity and community.

In order to achieve this, we:

- The Arts Manager will be easily accessible by email at artanddesignroom@gmail.com to book a meeting by request.
- All parents will be sent an email of our complete policies and procedures upon registration, we will hold a hard copy at Art club and they will also be available to view on the web site www.artanddesignroom.com
- Only parents and, in the case of an emergency where the parent is not contactable, the emergency contacts will be able to collect children under the age of 12, unless pre arranged with parents.
- Should another party need to collect your child, written permission and knowledge of the password is required.
- All staff should be friendly and approachable to parents.
- Confidentiality is applied to any and all information relating to the participant, his/ her family, their situation or history.
- Confidentiality will only be 'broken' on a need to know basis for staff or professionals who have a right of access in law.
- Where the parent is no longer the person with parental responsibility for the child, they will not be granted access to the child or their information if it is not appropriate for them to do so (see confidentiality and information sharing policy).

General Terms and Conditions

The following Terms and Conditions apply to all members and non-member participants in relation to art clubs, art classes, art workshops, art camps and all other art events organised by Art and Design Room. By accessing or using the website of our service, you approve that you have read, understood, and agree to be bound by these Terms.

General

We intend to rely on the written terms set out in these terms and conditions for the service that we provide to you.

We may update these terms and conditions from time to time for legal or regulatory reasons or to allow the proper operation of Art and Design Room or changes to within which we consider appropriate.

We will give you reasonable notice in advance of implementing such changes by email where we hold a valid email address. Where the changes are significant we may also choose to text you with the new details of a valid mobile number.

Bookings and Payment

When making a booking for our service, you agree that: (i) you are responsible for reading the full item listing before making a commitment to book it: (ii) you enter into a legally binding contract to complete the check-out payment process.

The prices we charge for using our services / for our products are listed on the website. We reserve the right to change our prices displayed at any time, and to correct pricing errors that may inadvertently occur.

- Our art sessions run alongside the academic year.
- New art projects are offered each week.
- An art project can be 1 or 3 weeks long depending on the calendar.
- Bookings will open on the website www.artanddesignroom.com at least 3 weeks prior to the start of the first session and this date will be communicated to parents/carers through either the school's newsletter to parents, personal email, newsletters or e-flyers
- Sibling discount of 10% for multiple siblings is offered when one full booking has been made on a half termly basis.
- Booking and payment are required in full prior to the start of any new art project.
- Booking and payment are made online through the website www.artanddesignroom.com via the Stripe app.
- Customers may only pay by bank transfer or cash if confirmation has been granted for this.

Once the booking is complete, customers will receive an email of confirmation. Although we try to ensure all children have a place on the art clubs, if a particular club, course or workshop becomes fully booked customers will have the option to be placed on a waiting list.

Upon the first registration and in order to comply with health and safeguarding regulations Art and Design Room have online booking system that will ask for your contact information including any allergies, medical conditions and/or special educational needs of the child attending the art club, course or workshop. It is the duty of the parents/guardians to keep Art and Design Room up to date with any changes.

Retention of right to change offering

We may, without prior notice, change the services; stop providing the services or any features of the services we offer; or create limits for the services. We may permanently or temporarily terminate or suspend access to the services without notice and liability for any reason.

Health issues

Please notify us when you make a booking whether any individual/child has any health, allergy or learning issues. We do not offer or provide any medical supervision and our Sessions may not be suitable for all children.

Cancellations and Refunds

After booking and payment has been made the customer has a cooling off period of 7 working days to make a cancellation if they so wish in accordance with Consumer Protection (Distance Selling) Regulations 2000.

A full refund will be provided if the request is made within 7 days of the initial booking we will make any refunds due to you as soon as possible, using the same method you used

for payment. If a cancellation is made during the half term/full term course, then no refund is given.

Cancellation by customer

If a participant is unable to attend a class then Art and Design Room must be informed as soon as possible so that the Tutor / Artist Educator can be notified.

No refunds for missed or absent sessions will be issued, unless special consent has been confirmed by the teacher/tutor with minimum of 24 hours written notice prior to the class taking place to which credit for one future class can be issued.

Cancellation by Art and Design Room

If sessions are cancelled by Art and Design Room a cover tutor will be arranged, or alternative online class options given, or credit for future classes. If none of these options are viable a request for a refund can be offered.

If Art and Design Room is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, power cut, or other industrial action, by order of Local Authority or Environmental Health, customers will be offered either online classes, credit for the amount paid to put toward future or rescheduled classes or in certain circumstances a full refund can be requested within a 30 day period from the start of the cancelled classes. Any requests for refunds after a 30 day period will not be issued.

Trial session

Art and Design Room offers a non obligatory trial session (One paid session per person). If you make a booking for a Trial session (being a single trial lesson) and then wish to make a booking for Term Sessions within the same Term, the fee paid for the Trial session will be deducted from the fee payable for the Term Sessions using a discount code.

Collections from after school clubs and workshops

It is the parents/guardians responsibility to collect their child from the art club on time. If the parent/guardian wishes for their child to be collected by someone else, then please inform us either by email through the website or by phone or text on 07809235534. Please sign off your child upon collection.

Public Liability

We are responsible to you for foreseeable loss and damage caused by us

If we fail to comply with these terms, we are responsible for loss or damage suffered that is a foreseeable result of our breaching this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen; for example, if you discussed it with us during the booking process.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so.

This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; or for breach of your legal rights in relation to our services. Please note that we hold public liability insurance for £5,000,000.

Holiday Art Camp

Art and Design Room will endeavour to release weekly activity planners highlighting arts workshops and trips no less than two weeks prior to the start of each school holiday. Planners will be sent to parents by email and will also be made available at the centre, on Facebook page 'art and design room' and website under 'events'. Changes to the creative program will only be made if a visiting artist has called in sick or cancelled the booking, in which case our staff will offer a similar workshop, if it is within the scope of their ability or offer an alternative art session that may include a film. We only show PG and U films at Art Camp.

What to bring to Art Camp:

One rucksack/bag (to fit lunch and snacks)

Refillable water bottle

Packed lunch

Sunhat

Sun cream (spray creams are easier for staff to help apply without contact)

Please *always* pack a light raincoat, a warm coat in the winter season and suitable *all weather* footwear. Sliders/sandals can cause trips and falls in younger children.

Packed Lunch Guidelines

Please use a lunchbox for food so that it can be tightly sealed. Children are with us for up to 5 hours during holiday arts club and we are an active group. They get really hungry! If they have not had time for breakfast before they arrive please provide them with something they can eat when they arrive at 10 am e.g. a croissant, banana or breakfast bar. We always eat lunch at midday. Please consider packing a late afternoon snack. We offer juice and a biscuit at 2 pm but this often is not enough for your little ones! Please **do not** pack anything containing nuts or fizzy, caffeine, or energy drinks. These will be confiscated and returned to parents upon collection. We can offer water as an alternative.

Clothing

Art and Design Room art club's tutors will do their best to ensure that the clothing of the art class participant is protected from the art materials used, however we accept no responsibility for any damage to your child's clothing before, during or after any our sessions.

Sickness, late arrivals and early pick-ups:

- Parents must inform the Arts Manager by calling or texting 07809235534 if their children are arriving later than 10 am for Holiday Club, as this is when the workshops start.
- Please notify the Arts Manager in the morning if you will be collecting early.
- Please contact the Arts Manager by calling or texting 07809235534 before 9 am if your child is sick or unable to attend a session.

Special Offers and Discount codes

- Discount vouchers or offers can only be used for the purpose stated.
- Only one offer or discount code can be used per booking.
- Each voucher code can only be used once per customer.
- Offers and discounts may be withdrawn at any time.

Exclusion:

Art and Design Room reserves the right to exclude or refuse any person with notice, if we consider the participants presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

Lost Property:

On request, Art and Design Room will endeavour to return items that can be identified including unclaimed Holiday Club and After School Club lost property.

Parent Abuse of staff:

The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened.

Phones and recordable devices at Art and Design Room.

We do not allow children to bring any devices into Art classes. It is impossible to monitor when children are using apps and social media. There is a safeguarding issue with photographs also. Plus if they lose them - it is very costly and upsetting for the families. We hope you understand, please ensure phones, tablets and iPods are left at home.

Ownership of intellectual property, copyrights and logos

The Service and all materials therein or transferred thereby, including, without limitation, software, images, text, graphics, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music and all Intellectual Property Rights related thereto, are the exclusive property of ArtandDesignroom.com Except as explicitly provided herein, nothing in these Terms shall be deemed to create a license in or under any such Intellectual Property Rights, and you agree not to sell, license, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit or create derivative works thereof.

Right to suspend or cancel user account

We may permanently or temporarily terminate or suspend your access to the service without notice and liability for any reason, including if in our sole determination you violate any provision of these Terms or any applicable law or regulations. You may discontinue use and request to cancel your account and/or any services at any time. Notwithstanding anything to the contrary in the foregoing, with respect to automatically-renewed subscriptions to paid services, such subscriptions will be discontinued only upon the expiration of the respective period for which you have already made payment

Customer services, concerns or complaints

Any query or complaint, any concerns or issues regarding any services provided by Art and Design Room please contact Rosanna using any of the contact details below:

Email: artanddesignroom@gmail.com