

### ABOUT PHOENIX

Phoenix is an independent cinema, digital art centre and café bar in Leicester's Cultural Quarter. We aim to bring inspirational film and art to all through our varied programme, exhibitions and education activities. Phoenix is a registered charity (No. 1025337).

### OUR COURSES

Our short courses and workshops are designed to help you get more out of film and creative technology, whether you're learning for pleasure or developing professional skills. All our courses are run by specialist tutors and experienced filmmakers, and provide an engaging learning experience in the company of people who share your interest.

### CANCELLATION POLICY

We do not offer refunds for cancellations of bookings, except in exceptional circumstances. In the event that an advertised course is withdrawn, we will endeavour to give 7 days' notice and a full refund will be made.

### ARRIVING

The course will start promptly at the time stated on the programme. The tutors arrive early to prepare and carry out technical checks; please do not enter the room until 10 minutes before the start time. If you arrive early, you can purchase refreshments in our café bar.

### CONDUCT

You are encouraged to engage fully with the tutors and be supportive, courteous and respectful of your fellow learners, staff and other building users.

### MOBILE PHONES

We ask that you keep your phones on silent, or ideally switched off, during sessions. If you need to take a call, please be courteous to your tutors and fellow learners and take it outside the room.

### SMOKING

Phoenix is a no smoking building. You can smoke outside in the courtyard or away from the building.

### BREAKS

For full-day courses, there will be two short comfort breaks and a lunch break of around 45-60 minutes. Refreshments can be purchased in our café bar, or you can bring a packed lunch with you if you prefer.

### ABSENCE

If your course runs over a number of sessions and you are unable to attend a session, for whatever reason, please let us know so we can inform the tutors. You can phone us on 0116 242 2800. Please note that you will not be refunded any part of the course fees if you are absent from a session.

### DATA PROTECTION

We will hold your name and contact details on our database so we can provide you with information about courses and other Phoenix activities; we will not pass your details to any third party. Please advise us in writing or by email if you would like to be removed from our database.

### FEEDBACK

We ask all our learners to complete a feedback form at the end of the course, to help us improve and develop our programme. You can also email us at [education@phoenix.org.uk](mailto:education@phoenix.org.uk).

### FURTHER QUESTIONS

If you have any questions regarding the terms of our Learner Agreement, please contact us at [education@phoenix.org.uk](mailto:education@phoenix.org.uk).

**By attending the course, you are confirming your agreement to these terms. Phoenix reserves the right to ask anyone who does not comply with these terms to leave.**

We hope that you enjoy your course.