

# TERMS & CONDITIONS

LAST UPDATE: JANUARY 2024

By applying for an audition to be in Love Soul Choir, you (the “member”) are confirming that you have read and agreed to the information in this document.

You also confirm that you are medically fit to take part in all activities within Love Soul Choir\*.

## MEMBERSHIP

- In return for the monthly membership fee of £36.00\*\*, Love Soul Choir will provide a weekly session (apart from any weeks outlined in these terms and conditions) in a suitable environment. Members aren't obliged, but we appreciate good attendance. The £36.00 monthly fee is for a Love Soul Choir membership which includes performances, some additional Love Soul Choir events\*\*\*, online membership access and access to our members' only private Facebook group. ***The monthly fee has no proportional correspondence to the weekly sessions.***
- After successfully passing a Love Soul Choir audition, the potential member will be invited to a free trial session. If the participant doesn't want to join after their trial session, they won't be charged a penny. If the participant decides that they'd like to join Love Soul Choir they will need to activate a membership in the 7 days immediately following their trial session. We reserve the right to decline a potential member joining if we don't feel they're the right fit for us.
- The first membership fee of £36 is taken as soon as membership is created. The monthly charge is set up as a recurring card payment. *It is not a direct debit or standing order.* The recurring payment will be charged monthly, on the same date as the original sign up with the original card details provided by the member. Members are always in control of their membership and can cancel or change their card details at any time via the members' area on the Love Soul Choir website.
- If at any point a member decides that Love Soul Choir isn't for them but has paid their monthly membership fee, Love Soul Choir cannot offer a refund of this payment. As soon as a membership is cancelled, access to the members' area, [Muzodo](#) (our performance management tool), membership emails and access to the members' only Facebook group is instantly and automatically revoked.
- Due to the evolving nature of the group, any person who leaves the choir and is away for more than 6 months will need to re-audition for the choir if they wish to return. It is at the discretion of Love Soul Choir whether members who wish to return within 6 months of being away are welcome to return.
- We are very proud of our selection process and know that 99% of the time we pick the right people to join Love Soul Choir. That said, sometimes, we find that we're just not right for each other. This is why we like to check in with individuals if we notice any discrepancies or issues.
- New members will receive access to the online members' area as soon as they start a membership.
- The membership fee is £36.00 per calendar month\*\*.
- We love seeing members as much as possible! If a member misses a few weekly sessions consecutively, we'll be in touch. Unfortunately, we can't hold places in Love Soul Choir forever and we will end membership if the member doesn't attend a weekly session and/or communicate with us within three (calendar) consecutive months; even if membership fees are made.
- Love Soul Choir reserves the right to decline/end membership at any point.
- At any Love Soul Choir organised event (social event, live performance or a weekly session), if we like the look/sound of any photographs or videos of any member(s), and any audio/text produced by any member(s), we are allowed to use these materials in any of our media & marketing.
- For members who welcome new children in to their family, we offer a parental membership option. This is charged at a rate of £7 per month. It keeps membership (and access to the members' area) active whilst the member is unable to attend in-person. Members can stay on this rate for up to 1 year. As soon as members look to return to physical sessions, the full membership rate will need to be reinstated. Members should email [dan@lovesoulchoir.com](mailto:dan@lovesoulchoir.com) if/when they'd like to set up the parental membership. Any other requests for similar reduction to membership will be considered on a case by case basis.

## WEEKLY SESSIONS

- We hold safe and productive weekly sessions. To keep everyone happy, we expect all members to respect each other and their choir leader. We kindly request that members approach weekly sessions with a positive and open-minded attitude to learning.
- Love Soul Choir weekly sessions are packed to the brim so we need members to be on time. This way we can guarantee everyone gets the most out of the sessions.
- We're aware that other choirs are really eager to find out the secret ingredients of Love Soul Choir's recipe. This is why we keep all our materials, harmonies and big ideas close to our chest. By accepting these terms & conditions, and becoming a member of Love Soul Choir, you agree not pass on any Love Soul Choir information to any other groups/companies. Membership(s) will be terminated if members are found sharing any Love Soul Choir content.
- Bank Holidays are the official public holidays in the U.K & Ireland so for that reason we do not hold weekly sessions on Bank Holidays or any day within that 'calendar' week. As you'd expect, sessions don't run over Christmas & New Year and we take 3 weeks off over the Christmas period. The membership fee must still be paid in December & January.
- Rarely, sessions may be cancelled due to leader absence or holiday. In these circumstances, no part of the membership fee is refundable.
- Our sessions are for Love Soul Choir members only. We wish to keep this exclusivity and therefore non-members cannot attend under any circumstances.
- We cannot be held responsible for any lost property.
- If a weekly session is cancelled due to what we deem 'extreme weather conditions' and/or other circumstances out of our control (such as leader illness), no part of the membership fee is refundable.

## SOCIAL EVENTS & PERFORMANCES

- When Love Soul Choir has a performance or social event, members may be required to make their own travel arrangements and provide their own food/drink.
- In line with our Green Plan, we strongly encourage car sharing to performances and events.
- Members are required to purchase their own performance attire and/or accessories.
- To preserve the quality of Love Soul Choir, we ask that members attend as many Weekly Sessions as possible. If attendance is low, it's obvious that members are likely to struggle to know exactly what they should be doing. For this reason, we have a couple of performance rules in place:
  1. New members need to have been with Love Soul Choir for at least three months before they can perform.
  2. To ensure the Love Soul Choir standard is met, average session attendance needs to be at 75% or higher in order for a member to perform. We will contact members individually if they fall below this percentage to discuss this on a case-by-case basis.
  3. At all times, participation in all performances and events is not guaranteed and is at the discretion of Love Soul Choir.
- It is important that Members confirm their place at every performance via the [Muzodo](#) website/app. Details upon this will be sent once full membership is activated. If performance availability isn't submitted correctly, their place at the performance is not confirmed.

## RULES OF ENGAGEMENT

We foster meaningful discussions among our exclusive Facebook group for members on a weekly basis.

The manner in which members engage with the content is of utmost importance to us. As part of our I'm An Ally (IAA) Programme, we provide thought-provoking conversation topics every two weeks, encouraging diverse perspectives and opinions. You can learn more about our IAA Programme by [clicking here](#).

Our community is built on a foundation of respect and support, and any member found to be disrespecting the views, beliefs, or identity of others will be promptly removed from the group and the choir. While we may not always see eye to eye on different viewpoints, we encourage constructive and compassionate communication.

## GENERAL INFORMATION

Love Soul Choir reserve the right to update the 'Terms & Conditions' document at any time. Members will be notified and will remain bound to the agreement unless they decide to opt out.

Since January 2021, Love Soul Choir gives £2 of every full membership to the 'A Trillion Trees' project. This is part of our Green Plan. You can learn more about our Green Plan by [clicking here](#).

\* Anyone unsure of these requirements should email [info@lovesoulchoir.com](mailto:info@lovesoulchoir.com) with enquiries. Subject to change at any time.

\*\* Love Soul Choir months are based on calendar months and are not calculated weekly, pro rata. This means that if a member attends one week of a calendar month, the full £36.00 fee is applicable. This membership fee may change at any time, but the member will be informed and given the option to end their membership.

\*\*\* Some Love Soul Choir social events may require additional one-off payments to attend.