

Terms and Conditions

Please note, when paying Underlines Writing for a product or service you are agreeing to our Terms and Conditions so please read them carefully.

Copyright and Distribution

Any writing, scripts or plays from Underlines Writing is owned by Antonia Underwood unless stated otherwise. No person without permission from Antonia Underwood or the original writer has the right to resell the work. The writer is allowed to further use an piece any way they choose and does not have to gain your consent if she wishes to use it within another play or sell it for the use of another company. We will not sell your piece within six months of sending you the final piece.

Unless Antonia is involved in the process (performer, director or otherwise), she will not sell the piece to be performed or for any other use within six months of you purchasing the product and receiving it.

Antonia will be allowed to have any work published under her name without having to give credit to the company or individual who purchased it. She will not sell any 'joint creation' plays.

No other person than the writer has the right to pass off the work as their own.

No person other than the writer of the piece obtains rights to the character and storyline and that character being used in other writing is to be done only by the writer at their leisure.

Unless agreed with Underlines, no person has the right to turn the product into any other format, for example, a short film.

Payments

All payment must be made before the process begins.

For Stand Alone Workshops, this means payment must be received in full by Underlines by the deadline discussed in consultation. If payment is not received we can terminate the process of the service.

In regards to Bespoke Plays, Bespoke Curriculum plays, resource packs and bespoke workshops, the planning and creating of the product will not begin until the payment has been received.

Payment will take place through direct debit or pay pal. We will not share your payment details with any other person. A log of your details, your payment date, what you have purchased and dates relevant to the process will be kept for any future reference only by Antonia Underwood and Underlines Writing.

Prices

Prices of any of the products and services we offer on Underlines Writing can be subject to change. This may increase or decrease.

During your time as a client, we will never change the price of the production which we first quote to you even if the product prices change during that time.

After a change of price, we are not able to give you a refund if the product price decreases.

Refunds

For Stand Alone Workshops, you can ask for a refund up until seven days before the workshop is delivered. After this date, we are unable to give a refund.

Unfortunately we will be unable to give a refund for transport fees as it is likely we will have booked the transport by then.

For bespoke plays you will be given a date after your first consultation which will state when is the last possible time for a full refund. After this time, unfortunately we will be unable to give you a refund as a considerable amount of research, planning, ideas and writing will have taken place. Once the product has been sent to you we will not be able to give you a refund as in some circumstances people may make copies of the product so there is no way we can ever be sure we would get it back.

Unsatisfied Customer

In the event of you being unhappy with our service, please contact us. For a bespoke play, After the final piece has been created, if you do not like it, other than slight tweaks, there is nothing Underlines can do about it. You will have been kept active within the creative process and therefore should be clear about what you could expect as a final product.

If you are unhappy with a workshop we have provided, please contact us and we will see if there is anything we can do. We will evaluate the situation and see what we can offer as compensation. It is unlikely that we will give a full refund.

Right to refuse

We have the right to refuse taking on any client. Booking with a client will be at the company's discretion. Usually all clients will be taken on, only in circumstances such as bullying, rudeness or harassment from the client will the company refuse and retract a purchase.

We will not tolerate prejudice, bullying or harassment from any client.

If we refuse your service we will stick to the deadlines of the dates given to you in your second consultation, regarding when refunds can be given. Anyone working for Underlines UK will be asked to record any harassment at the time and report it immediately to Antonia Underwood.

The date of the issue will be taken over the date it is reported so if the issue occurs in the full refund section, but it is not reported until the half payment, we will give the client a full refund of the product. If any offensive behaviour occurs after the no refund date, we with warning and discussion will likely give you no refund and not finish our business with you.

Unless a clear report or clear evidence is provided as to why the service should stop, we will have no reason other than us not receiving payment, to cancel the service one we have agreed to take you on.

Equality

We believe in equality and human rights and will not accept prejudice against religion, sexual orientation, ethnicity, gender or otherwise. We will approach all projects with care and can refuse anything that we feel is offensive or prejudice.

Unless it is necessary for the character to do so we will not write that sort of offensive material. This will be judged by us as what the overall message of the piece is (I.E it may be used in a piece that explores tolerance or is about the effects of bullying.)

When creating work for young people we will always check with the leader what sort of language is appropriate.

Personal Details

Any information you give us on Underlines will in no circumstances be passed on without your consent. We will only ask to pass on your details to people we may feel will benefit your project, however that will be discussed with you first. We will not share your information with anyone not associated with Underlines Writing.

Disclaimer

Antonia Underwood nor any associates claim to be teachers or experts in any field. What they do have is a strong educational background and the skills and support to create a strong resource pack and play content for plays. We will work to your curriculum guides to put in the right information. We cannot be held responsible for incorrect information as it is your duty to read and notify us of any information that is not to the guideline of your curriculum.

We will happily change it if you do so. Any key parts of learning will be ran by you to make sure it is correct.

Photography and Media

If you're school/company consents via the photography and media form for us to take photographs or video clips of the session it is of high importance that you contact parent/guardians for their permission for us to take pictures of the young people if you are interested in us documenting the day. If you sign the photography and media form this means you will take full responsibility of having asked parent/guardian permission. You are also responsible, if the photography and media form is signed by your school/company to disclose to us which children should not be photographed.

When you sign the photography and media form you are agreeing for us to use the photos in any media or marketing should we chose. You are also agreeing for you school/organisation name to potentially be listed by the side of it.

This includes the website, brochures, leaflets, posters, social media marketing and Youtube. Once you have signed the photography and media form you are agreeing that we do not have to contact you again for permission to use these images.

We do not guarantee your school/company photos will be featured in our marketing or media.

Unless discussed and further permission has been discussed with will not name any children in the picture on any of our marketing or media.

If you are unhappy with the images used and think they represent your school/company in an unfair way, please contact us.

Safeguarding

All of our workshop leaders have a full and current DBS certificate. All workshop leaders are made aware that they should bring their DBS certificate with them when working with a school for the first time. All workshop leaders will be aware and trained in our safeguarding policies.

Should any of our staff members have any information disclosed to them by a child, they will report it to the appropriate member of staff in the organisation.

Workshop Supervision

It is vital for there to be a responsible adult in association with the school or company to be present during the whole workshop. The responsible adult is not expected to participate in any of the workshop but is welcome to join in and help/assist groups.

The responsible adult should be aware of the behaviour of the classroom and step-in where necessary.

Each of our workshop leaders and assistants are trained in the same behaviour management policy. We have a few techniques and mechanisms that we all use to create positive behaviour management. These will be discussed with the school/company before the workshop.