

Sing with Us Membership:

Guiding Notes for Our Choir Community

This is an agreement between you and Tenovus Cancer Care, a registered charity and company limited by guarantee (charity number: 1054015 and company number: 00943501) – whose registered office is: 1st Floor Jones Court, Womanby Street, Cardiff, CF10 1BR. In this document, you will be referred to as ‘the member, chorister, you, your’ etc. and Tenovus Cancer Care as ‘TCC, Sing with Us, SwU, us, we, our’ etc.

When you join Sing with Us, and by being a member, you’re agreeing to follow these terms and conditions. Please take time to read them carefully.

1. Joining the Sing with Us Community

We’re so pleased to welcome you as part of the Sing with Us community! By registering and receiving this welcome information, your journey with us officially begins, and we’re thrilled to have you on board.

To keep things safe and smooth for everyone, here are a few important things to know:

- **Over 18? Great!** You’re good to go. If you’re under 18, you’re still very welcome, but you’ll need to bring a responsible adult with you to all rehearsals, performances, and events.
- **Legal matters:** By joining us, you’re confirming there aren’t any legal reasons or court orders stopping you from taking part.
- **Looking after your wellbeing:** Singing with us is all about joy and connection, and it sometimes includes gentle movement too. If you have any health concerns or additional needs that you’d like us to know about, please get in touch so we can support you in the best way possible.
- **If you come with a carer:** That’s absolutely fine. We just ask that your carer takes full responsibility for your care and wellbeing while you’re with us. (You’ll find more about this in the *Carers* section below.)
- **Keeping in touch:** If anything changes (like your contact details) please let your Area Coordinator know, so we can stay connected.
- **Resources just for you:** As a member, you’re welcome to use Sing with Us materials and resources. They’re designed for your personal use, to help you get the most out of your time with us. You’ll receive the log in details and instructions from your Area Co-ordinator.

2. Being Part of the Choir – Rehearsals, Performances, and More

One of the best things about Sing with Us is the flexibility – you're welcome to attend any of our choirs! If you decide to regularly sing with more than one group, we just ask that you officially register with each one. This helps us keep everything organised and make sure you're getting the right info at the right time.

Our choirs rehearse for around 46 weeks of the year, and we'll always do our best to let you know in advance if a session has to be cancelled. Sometimes things change last minute but we promise to keep you informed as soon as we can. Notification is predominantly by email.

Each choir usually takes part in 10 – 15 performances per year. We'll do our best to accommodate performance opportunities that come our way but we can't promise to take part in everything. Many of the performances we take part in result in a donation or sometimes payment to Tenovus Cancer Care. In these cases, no one in the choir will be paid as all money will go to SwU and TCC to contribute towards funding all of our services.

We love giving our choristers the chance to perform, whether it's a local event or something a bit bigger. While we try to offer performance opportunities where possible, we can't guarantee them for everyone, every time. Sometimes there are limits on space, travel, or numbers – but we'll always do our best to make it fair and enjoyable for all involved.

Each choir needs a minimum number of singers to keep going strong. If a group gets too small to continue, we may need to consider our options. This could include merging it with another choir or potentially closing the group. Similarly, sometimes we might move a rehearsal venue, merge groups, or ask a Choir Leader to work in a different location. If this happens, we'll always keep you in the loop and do our best to make sure you feel supported throughout any changes. We may also join choirs together for performance opportunities when we feel it's necessary.

Getting to rehearsals and performances is usually your responsibility, unless we've agreed something different ahead of time. If you ever need support with travel, let us know and we'll help if we can.

3. Our Choir Community: Respect, Kindness & Inclusivity

Our choirs are built on a foundation of kindness, community, and mutual respect. Whether you're a long-time chorister or brand new to the group, everyone deserves to feel safe, valued, and uplifted.

That's why we ask all our members to follow a simple Code of Conduct that helps us create a positive and inclusive environment for everyone – choristers, Choir Leaders, staff, volunteers, and our audiences too.

We celebrate diversity and inclusion

We're committed to building a choir community that reflects the people and communities we serve. Everyone is welcome at Sing with Us – no matter your background, identity, or

experience. We actively promote fairness, dignity, and respect for all, and we're working hard to ensure our choirs are safe spaces where everyone feels free to be themselves.

We treat everyone equally, regardless of age, sex, disability, sexual orientation, gender reassignment, race (including colour, nationality, ethnic or national origin), religion or belief, pregnancy or maternity, or marital or civil partnership status. Discrimination, harassment, or bullying of any kind has no place here.

What we expect from you:

To keep our choirs a safe and joyful space for all, we ask that all members:

- Arrive on time and follow any guidance from your Choir Leader, Area Coordinator, and other staff.
- Be open, friendly, and cooperative with fellow choristers, staff, and volunteers.
- Treat everyone with respect and help us uphold an inclusive, equal-opportunities environment.
- If you've said yes to performing at an event and are selected, please honour that commitment, or let us know as soon as possible if something changes.

What's not OK:

We know it goes without saying for most, but we need to be clear about behaviours that don't belong in our choir community. These include:

- Harassment or bullying of any kind, whether in person, in writing, or online, towards anyone involved in the choir, staff, venue teams, or our audiences.
- Inappropriate communication such as sharing unwarranted, overly personal, or sensitive messages with your Choir Leader or others involved with the choir.
- Placing pressure on others – for example, asking for personal favours like transport or support that goes beyond the scope of choir activities.
- Behaving in any way that could harm our community spirit or bring Sing with Us and Tenovus Cancer Care into disrepute, including actions outside of choir events.

We reserve the right to decide when behaviour crosses the line. Some examples of unacceptable behaviour include:

Harassment

Any words or actions that are intimidating, offensive, humiliating, or hostile – especially when they cause stress, anxiety, or discomfort to others. Harassment related to age, disability, race, religion or belief, sex, sexual orientation, gender identity, pregnancy/maternity or marital/civil partnership status is not only unacceptable, it may also be illegal.

Sexual Harassment

Any unwanted sexual attention or behaviour, whether verbal, physical or otherwise, that makes someone feel uncomfortable or distressed. Even comments meant as jokes can be harmful if they're unwelcome.

Bullying

Repeated behaviour that undermines someone's confidence, dignity, or sense of belonging. Examples include:

- Personal insults or name-calling
- Constant criticism or sarcasm
- Public or private humiliation
- Aggressive behaviour or threats

If you ever experience or witness any of these behaviours, please speak to your Choir Leader or a member of staff. We take concerns seriously and are here to help.

Legal Obligations

If you're subject to any legal conditions (for example, from a court of law), it's your responsibility to make sure you're not breaching those by attending rehearsals, events, or performances. If necessary, this may mean stepping away from choir activities. In some cases, if we become aware of a legal breach, SwU may need to end your membership.

No Smoking & Vaping Policy

While we understand that some people smoke or vape, we ask all choristers not to smoke or vape while visibly representing Sing with Us. This includes:

- During performances, rehearsals, or any Sing with Us events,
- When wearing Sing with Us t-shirts or branded clothing,
- Whenever you are identifiable as a member of Sing with Us in public.

Smoking is a leading cause of serious health issues, and avoiding smoking or vaping while representing SwU helps us promote wellbeing and respect for all our members and audiences.

If you do need to smoke or vape, please do so away from rehearsals, events, and public view, and ensure you are not identifiable as a Sing with Us member.

4. Speaking Up – Reporting Concerns or Inappropriate Behaviour

At Sing with Us, we believe in creating a kind, respectful space where everyone feels safe, supported, and valued. Most of the time, being part of the choir is a joy – full of laughter, connection, and harmony. But if something doesn't feel right, it's really important that you know how to raise it.

We all have a role to play in protecting the positive, welcoming environment we've built together. That means if you see or experience behaviour that goes against our values or Code of Conduct, we encourage you to speak up kindly, confidently, and with the assurance that you'll be listened to.

You're not alone

Raising a concern can feel difficult, but remember: you're not on your own. By flagging something early, you could help protect others too.

Here are the ways you can share a concern or report inappropriate behaviour:

- Have a quiet word (if you feel safe to do so): If you're comfortable, sometimes a calm and respectful conversation with the person involved can help clear the air or correct misunderstandings. But please don't feel you have to do this – your safety and comfort come first.
- Send us an email: You can email our team confidentially: R&SAdmin@tenovuscancercare.org.uk.
- Speak to someone in person: Whether it's your Choir Leader, Area Coordinator, or another member of our staff or management team, you can talk to us privately. We'll listen without judgement and help decide next steps together.
- Need to speak to someone else?
If your concern is about your Choir Leader, a member of the Sing with Us team, or if you don't feel comfortable speaking to someone in your local choir – please contact our Head of Support Services directly by emailing: helen.powell@tenovuscancercare.org.uk or calling our free Support Line on 0808 808 1010 and asking to speak to Helen Powell.

Whatever you choose to share will be treated with care and confidentiality. We'll listen, talk things through with you, and agree on a way forward that feels safe and respectful for everyone involved.

5. Capturing the Moment – Filming, Photography & Recordings

We love celebrating the joy and magic of Sing with Us and sometimes that means capturing those special moments on camera or in recordings. Whether it's for training, feedback, or sharing the spirit of our choirs with others, these images and videos help us tell the story of what makes Sing with Us so special.

Our Part - Media Release Info:

- **What's that?**
As part of the choir, you agree that we may take photos, videos, or sound recordings from time to time at rehearsals, performances, or events. These may be used by Tenovus Cancer Care for things like training, marketing, or spreading the word about our work. Unless you've told us otherwise, we'll assume you're happy to be included.
- **Ownership and Your Consent**
By being part of the choir, you agree that Sing with Us and Tenovus Cancer Care

owns these recordings. You're kindly giving us permission to use your voice, performance, and image in any way related to promoting and celebrating Sing with Us and the charity. This means we can record, edit, share, or use the recordings in various media, like videos, adverts, or social posts, without needing to check back with you every time.

- **No Payment, Just Thanks**

You won't receive any payment for these recordings but your participation in the choir and the chance to be part of these wonderful moments is our way of thanking you.

- **Sharing with Trusted Partners**

Sometimes, SwU and TCC might work with other trusted groups or partners who help us share the magic of the choir. You agree that we can share these rights with them too, so they can help spread the joy.

Your part – friends, family, and personal recordings

We know how proud your loved ones are to see you perform. Naturally, they may want to take photos or short videos to remember the occasion. Where the venue allows it, personal recording is generally fine but we do ask everyone to follow a few important guidelines to respect the experience of others and protect the wellbeing of our choir community:

If filming is allowed at an event:

- Personal use only: Any recordings or photos must be just for personal enjoyment. They must not be sold, shared for profit, or used commercially in any way, now or in the future.
- Posting online? Please be thoughtful. If you or your guests post clips or photos on social media, make sure nothing causes distress or discomfort to fellow choir members or reflects poorly on SwU. If a post becomes a problem, we may ask for it to be taken down.
- Respect everyone's experience: Filming the entire performance can block views and distract from the show. We ask that any filming is kept brief and discreet, using small devices, and without blocking exits, walkways, or other audience members.
- No professional filming: If anyone wants to film or photograph for professional or commercial use, they must get permission from the Sing with Us management team in advance, by email.
- Children and vulnerable adults: Please follow any permissions or restrictions shared at events in relation to children or vulnerable individuals. Their safety and privacy come first.
- If asked to stop filming: If a SwU team member or member of staff from the venue asks you or your guests to stop filming or photographing, we ask that you kindly comply straight away.

Media and press requests

If someone wants to interview, film, or record you or your choir for the media, that's wonderful, all we ask is that it's agreed by us in advance. All media requests must be sent in writing (by email) to the Sing with Us management team. No filming, photography or interviews can go ahead without written permission, and we may not always be able to meet media deadlines.

6. Social Media – Staying Connected the Right Way

We love how music brings people together, and we know that many of our members enjoy staying connected online too. Social media can be a great way to celebrate your choir experience. To keep things clear and consistent, there are a few important boundaries we ask everyone to respect.

To avoid any confusion or misunderstandings, please don't create any social media accounts that use the name of your choir, the Sing with Us service in general, or Tenovus Cancer Care. These unofficial accounts can cause mixed messages, or give the impression that they're managed by us even when they're not.

If any such accounts pop up, SwU may need to step in and request they be removed to protect the integrity and unity of our choirs.

Of course, you're welcome and encouraged to share your own personal choir journey online, just be mindful to do so in a way that's respectful to fellow members and in line with our Code of Conduct. If you're ever unsure what's okay to post, feel free to check in with your Area Coordinator or a member of the team. We're here to help!

7. Using Our Music and Materials – A Note on Ownership

As a member of Sing with Us, you're part of something really special and the songs we sing, the harmonies we use, and the resources we share with you are all part of what makes our choirs unique.

Just a quick note to say: all of the materials we use, including music, arrangements, harmonies, lyrics, resources, and any creative content, belong to SwU, our trusted partners, or other rights holders. These are protected by Intellectual Property law.

By joining and taking part in rehearsals, performances, workshops, or events, you agree to use these materials just for your own personal participation in Sing with Us. That means they're for your enjoyment as part of our choirs and not to be copied, shared, performed elsewhere, or used for anything outside of this setting.

Using these materials in any other way, especially for commercial or public purposes, isn't allowed and could lead to legal action.

If you're ever unsure about what's okay to use or share, just ask. We're more than happy to help guide you.

8. Your Information & Staying in Touch

We always aim to communicate with care and relevance, no spam, just the good stuff to help you make the most of your time with Sing with Us. As a member of Sing with Us, we hold your contact details on our secure database system. This helps to keep things running smoothly like staying in touch about rehearsals, performances, and all the exciting opportunities that come with being part of our choirs.

We want you to feel confident about how your personal information is used. So here's what you need to know:

- By being a member, you agree to our Privacy Policy, which explains how we collect, store and use your information. You can read it any time at: tenovuscancercare.org.uk/about-us/privacy-policy
- As part of your membership, we'll be in touch with you about things like:
 - Your choir rehearsals and events,
 - SwU events and activities,
 - Opportunities and information about how to take part in other activities,
 - Information about other support services we offer.
- We may contact you by email, phone, text, or post, whichever works best for the message and for staying connected.
- If you'd prefer not to receive any communications at all, that's okay – just let your Area Coordinator know. But please be aware: if you choose to opt out, we won't be able to take responsibility for any important info or opportunities relating to choir you might miss.

9. Safety, Responsibility & Looking After Belongings

We do everything we can to make Sing with Us a safe and supportive space but there are a few important things to be aware of when it comes to personal responsibility and safety.

Looking after yourself and your belongings

While you're with us at rehearsals, performances, or events (and before and after), SwU can't be held responsible for any loss, theft, or damage to your personal belongings, or for any injury, unless it's directly caused by negligence on our part.

If something does happen as a result of negligence by Sing with Us, a Choir Leader, staff member, or someone working with us, any compensation we may be responsible for will be limited to £100, unless the law requires otherwise.

We also want to be clear that:

- We can't be held responsible for any damage, injury or loss caused by the actions or misconduct of other choir members.
- If you choose to take up extra services such as private singing lessons or instrumental tuition, arranged separately with your Choir Leader or another individual from choir, these are completely outside of your Sing with Us membership. Any agreement you make is between you and that individual, not with SwU. That also

means we're not liable for anything that happens during or as a result of those extra services.

Our legal responsibilities

We do everything with care and with your best interests at heart, but where the law allows, we limit our liability to £100 per claim, and we exclude any other guarantees, promises or responsibilities not specifically mentioned in this agreement.

That said, there are some things the law always protects, and nothing in this document changes that. For example:

- If someone is injured or dies because of our negligence
- If we say something that turns out to be deliberately untrue (fraud or fraudulent misrepresentation)
- Or anything else that can't be excluded or limited under English and Welsh law

10. If Things Go Wrong – Suspension or Ending of Membership

At Sing with Us, we're all about creating a kind, safe, and welcoming space where everyone feels valued. Thankfully, issues are rare, but in very occasional circumstances, we may need to step in if something serious comes up.

We reserve the right to suspend or end someone's membership if we believe it's in the best interests of the choir, its members, Choir Leaders, or SwU as a whole. These decisions are never made lightly and would only happen after careful consideration.

We may need to suspend or immediately end your membership if:

- There's been a serious breach of our Code of Conduct,
- You've broken any other part of this agreement.

If that happens, your right to access Sing with Us resources, events, and materials will end as well.

It's also important to note that if we choose not to act on an issue straight away, it doesn't mean we're giving up our right to do so later. We always aim to resolve things fairly, consistently, and in line with our values.

11. Welcoming Carers and Supporting Your Needs

We're delighted to welcome carers to Sing with Us! If you attend with a carer, they're very welcome to join in the weekly rehearsals alongside you. While carers won't have access to choir materials or information unless they officially register as members, their presence and support at rehearsals and events are truly valued.

Your carer plays an important role in looking after your care and well-being during rehearsals, performances, and events. They are responsible for supporting you at all times and must attend any activities with you to ensure your needs are met.

We understand that everyone's abilities and comfort levels are different. You're absolutely encouraged to participate at your own pace and in a way that feels right for you. Whether you prefer to sit throughout a rehearsal or event, or need to take it easy with movement, that's completely okay. There's no pressure to do more than you want.

To help everyone have the best experience possible, we kindly ask carers to:

- Stay with you during rehearsals, performances, and events
- Focus their attention on supporting you
- Ensure you have an appropriate care plan suited to your needs, and to act on it promptly if necessary
- Support the Choir Leader to help you and everyone else get the most out of the sessions

If a carer's support doesn't quite meet these expectations and it impacts you, other members, or the choir community, our team may speak with you, your carer, family, or support agency to find a positive solution together.

12. A Few Final Notes

We recommend keeping a copy of this agreement saved for your own reference, so you can always check back if needed.

Sometimes, we may need to update these terms and conditions to keep everything running smoothly. If that happens, we'll be sure to let you know about any changes.

If any part of these terms turns out to be unclear, invalid, or unenforceable, we'll do our best to adjust it to make it work legally and fairly or to remove it.

Also, if we don't immediately act on something or if a response is delayed, it doesn't mean we're giving up our rights. We can always come back to it later if needed.

Together with any other documents or communications we've shared, this agreement represents our full understanding about your membership and replaces any previous arrangements.

Thanks for reading through! We're excited you are part of Sing with Us and look forward to many wonderful opportunities ahead.

13. Contact Details

Write to us at: Tenovus Cancer Care, First Floor Jones Court, Womanby Street, Cardiff, CF10 1BR

Call us on: 0808 808 1010

Email us at: R&SAdmin@tenovuscancercare.org.uk