

Sirlute Terms and Conditions

Last updated: July 2026

These terms apply to sirlute.com and to taking part in Sirlute's programmes, events and activities. Please read them. By using this website, applying for a programme, or booking an event, you agree to them.

Sirlute is a Charitable Incorporated Organisation registered with the Charity Commission for England and Wales, charity number 1188822. Registered office: Unit 16, 21 City Island Way, London E14 0QE.

How we handle personal information is set out separately in our [Privacy Policy](#).

Sirlute Studios and Shop Sirlute operate under their own separate terms. These terms do not cover studio hire or shop purchases.

Part 1: Using this website

1.1 What you can expect

We try to keep this website accurate and available, but we can't guarantee it will always be up to date or uninterrupted. Programme dates, availability and content change.

1.2 What we ask of you

Don't use this website to do anything unlawful, to harass anyone, to post anything abusive, discriminatory or misleading, or to attempt to damage or gain unauthorised access to the site.

1.3 Our content

The words, images, logos, films and designs on this website belong to Sirlute or to the people who created them, and are protected by copyright. You may view, download and print pages for your own non-commercial use. Please don't reproduce our content elsewhere or use our name or logo without asking us first.

If you're a journalist, funder or partner wanting to use our material, email info@sirlute.com - we're usually happy to say yes.

1.4 Links to other sites

Where we link to other organisations, we're not responsible for their content or how they handle your information.

1.5 Liability

Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot lawfully be limited. Beyond that, we're not liable for any loss arising from your use of this website.

Part 2: Taking part in a programme

2.1 Who can take part

Our programmes are free and open to young people aged 5 to 25. Individual programmes have their own age ranges and eligibility, which we state when we advertise them.

2.2 Signing up

Applying doesn't guarantee a place. Places are limited, and we'll confirm in writing whether you have one.

If you are under 18, a parent or carer must complete the consent section of the sign-up form before you can attend. We can't accept a young person onto a programme without it.

2.3 What we need to know

You must tell us about any medical condition, allergy, medication, additional need or access requirement relevant to keeping you safe on the programme, and let us know if anything changes. If you don't tell us, we may not be able to support you properly or keep you safe.

2.4 Attendance

Programmes work best when people turn up. Let us know if you can't make a session. If you stop attending without making contact, we may release your place to someone else, but we'll try to reach you first because, in our experience, someone who stops coming usually has a reason.

2.5 How we expect people to behave

Everyone at Sirlute, young people, staff, volunteers, and visitors, is expected to treat others with respect. We do not accept violence or threats, bullying or harassment, discriminatory language or behaviour, bringing weapons, drugs or alcohol onto our premises, or damaging property or equipment.

Where behaviour falls short, we'll usually talk to the young person first, and involve a parent, carer or referring organisation where appropriate. Suspending or removing someone from a programme is a last resort, but we will do it where necessary to keep others safe.

2.6 Safeguarding

We have a duty to keep at-risk children and adults safe. Where we believe someone is at risk of harm, we will follow our safeguarding procedures, which may include sharing information with children's social care, the police or other agencies, with or without consent, and sometimes without being able to tell you in advance.

Our Child Safeguarding and Adult Safeguarding policies are published on this website. Concerns can be raised through our online safeguarding reporting form.

2.7 Equipment

We provide industry-standard equipment and software free of charge. Please treat it accordingly. Equipment stays on our premises unless we've agreed otherwise in writing. We may ask for a contribution towards repair or replacement where equipment is damaged deliberately or through serious carelessness, but we will never let cost be the reason a young person stops attending, and we'll always discuss it first.

2.8 Who owns the work you make

You do. If you write a song, produce a track, shoot a film, take a photograph, design a garment or build a game on a Sirlute programme, the copyright in that work is yours. We do not claim ownership of it, and we will never take a share of what you earn from it.

By taking part, you give us permission to use your work to show what Sirlute does, on our website and social media, in funding applications and reports, at showcases and in press coverage. We'll credit you by name unless you ask us not to.

You can ask us to stop using a particular piece of work at any time. We'll remove it from anything we control going forward, though we can't always retrieve material that has already been printed or published elsewhere.

Where a programme is commissioned by another organisation, or a piece of work is made for a client, different arrangements may apply; we'll always explain them to you before you start, in writing.

2.9 Photography and film

We take photographs and video at sessions and events. **Consent for this is separate and optional**, given on the sign-up form. Refusing has no effect on taking part, and you can withdraw your consent at any time by telling any member of staff or by emailing info@sirlute.com.

At public events, we may generally film or photograph. We'll put up signs where we're doing this, and you can speak to a member of staff if you'd rather not appear.

2.10 Changes and cancellation

We'll do our best to run programmes as advertised, but occasionally we need to change dates, times, venues, content or staff, or cancel. We'll tell you as soon as we can. As our programmes are free, we don't offer compensation, but we'll offer an alternative place where we can.

Part 3: Events and tickets

3.1 Booking

Your booking is confirmed once you receive our confirmation. Please bring it with you.

3.2 Prices and payment

Prices are shown at the point of booking and include VAT where applicable. Payment is taken at the time of booking through our payment provider.

3.3 Refunds

If we cancel or reschedule an event, you'll be offered a full refund or a place at the rescheduled date.

If you can't come, tell us at least 14 days before, and we'll refund you. Inside that window we can't usually refund, because we've already committed the costs, but get in touch, because circumstances differ.

Please note that the standard 14-day online cancellation right does not generally apply to tickets for events on a specified date.

3.4 Age restrictions and entry

Some events have age restrictions or require under-18s to be accompanied. We'll say so clearly when advertising.

We may refuse entry, or ask someone to leave, where behaviour puts others at risk or where an event is at capacity. No refund is due where someone is removed for their behaviour.

3.5 At the event

Follow the instructions of our staff and venue staff. We're not responsible for personal belongings. Some events include loud music, low lighting or visual effects, we'll flag anything significant in the event listing, and if you have an access requirement, tell us in advance and we'll do what we can.

Part 4: Donations

4.1 Where your money goes

Donations fund our charitable work with young people. We can't guarantee that a donation will be spent on one specific programme unless we've agreed that with you in writing.

4.2 Refunds

Donations are generally non-refundable. If you've made a mistake — wrong amount, duplicate payment, or a payment you didn't authorise — contact us within [NUMBER] days and we'll put it right.

4.3 Gift Aid

If you're a UK taxpayer, Gift Aid lets us claim an extra 25p for every £1 you give, at no cost to you. You must have paid at least as much UK Income or Capital Gains Tax in the tax year as all the charities you support will reclaim on your donations. Tell us if your circumstances change or you'd like to cancel your declaration.

4.4 Fundraising standards

If you're unhappy with anything about the way we've fundraised, tell us at info@sirlute.com and we'll respond within 30 working days.

Part 5: General

5.1 Complaints

If something's gone wrong, tell us. Email info@sirlute.com or call 020 7459 4784 and we'll follow our complaints procedure.

5.2 Changes to these terms

We may update these terms. The current version is always on this page, with the date it was last changed. Where changes are significant and affect people already on a programme, we'll tell them directly.

5.3 Governing law

These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction.

5.4 Contact

Sirlute, Unit 16, 21 City Island Way, London E14 0QE info@sirlute.com · 020 7459 4784 ·
Charity no. 1188822
