

Superchoir

Terms and Conditions 2025

The below information is relevant to Superchoir community members.

What's included in your membership?

Membership includes your fantastic sessions at all Superchoir locations, exciting performance opportunities, fun choir socials, access to an online harmony system to download all of your harmonies to enjoy outside of sessions, access to lyrics sheets, and entry to our closed Facebook group where you can keep in touch with our wonderful Superchoir community.

Who can attend Superchoir sessions?

Superchoir memberships are available to people aged 18 years and over. No previous experience is needed to join Superchoir, and anyone can join, regardless of vocal ability.

Superchoir 2025 Term Dates

There are four, 10-week, terms that run each year at Superchoir.

Each Superchoir term has 10 weekly sessions. The start dates for our 2025 terms are shown below. You can join Superchoir at any time during a term:

Term 1: starts w/c 13th January 2025

Term 2: starts w/c 14th April 2025

Term 3: starts w/c 14th July 2025

Term 4: starts w/c 6th October 2025

Superchoir Pontypridd - sessions run on Mondays

Superchoir Barry - sessions run on Tuesdays

Superchoir Cardiff - sessions run on Wednesdays

Superchoir Penarth - sessions run on Wednesdays

Superchoir Caerphilly - sessions run on Thursdays

Superchoir Aberdare - sessions run on Thursdays

Bank Holidays

Superchoir sessions do not run on bank holidays. If a choir session falls on a bank holiday, we will add an additional 30-minutes to the sessions either side of the bank holiday session to cover this missed session. This will be clearly communicated at the start of each term.

Superchoir Membership Payments

- Memberships are paid on a monthly, pro rata, basis at £28 per month.
- Monthly payments are taken on or around the first day of every month.
- You can opt to pay for your membership on a termly basis at a discounted cost of £79. You must contact team@wearesuperchoir.com to enquire. This payment plan must be set up **before** a term begins.
- Superchoir sessions not attended are non-refundable.

When a new Superchoir launches, the first membership payment may be taken on a different day to the 1st of the month (this is subject to the choir's individual launch date). You will be notified by the Superchoir team when your first payment will be charged.

If your membership begins after the first day of the month, there will be a one off payment of £7 **per session** to cover any remaining sessions that month before your direct debit starts.

We reserve the right to refuse a person admission to a session if payment has not been received.

By signing up to a monthly, pro rata, membership, you acknowledge that payment will be taken from your account every month until membership is paused or cancelled. This means you will automatically be signed up to each consecutive term. To pause or cancel your membership, please contact the Superchoir team via team@wearesuperchoir.com.

Cancelling your membership

You can cancel your Superchoir membership before the start of each month. To

cancel, you must send a cancellation notice to team@wearesuperchoir.com no later than 7 days **before** your next membership payment is due. This is because membership payments are processed by our finance platform before payments are charged.

If you cancel less than 7 days before your next payment date, we may not be able to process your cancellation before payment is taken, and you may still be charged.

Membership payments already charged from your account are non-refundable.

Failed Payments

If a membership payment has failed, Superchoir will notify you via email of a payment reattempt. If Superchoir is unable to retrieve payment and a payment is missed, your membership may be cancelled.

Membership Discounts:

Full term discount: If you would like to pay for a 10-week term in full, payment is **£79** (a £5 discount is applied).

Workplace choir discount: If you attend a **workplace Superchoir**, you can choose to utilise a discount when paying for a 10-week term in full. Membership for a workplace choir member is **£69** per term.

Couple/Family membership discount: If you attend sessions with a member of your immediate family (spouse, mother, father, sister, brother, daughter, son) you can utilise our Family Membership which is **£23** (per person) per month.

Please note, if one of the two choir members cancels their family discount membership, the remaining choir member will be moved onto a standard Superchoir membership at £28 per month. You will receive an email to confirm your membership has been updated.

If you would like to utilise one of the discounts above, please contact the Superchoir team via team@wearesuperchoir.com.

Returning to Superchoir

Returning Superchoir members are not entitled to a free taster session. Upon your return, the Superchoir Team will reassign you to your previous Superchoir membership plan or contact you regarding setting up a new payment plan if necessary. You will receive email confirmation of this.

Photos and videos

By participating, it is understood and agreed that photographs and videos may be taken of all members, and all people appearing in our in-person and online sessions. These photographs and videos may be used for social media, marketing and advertising purposes in relation to Superchoir.

Communication

Please ensure **all communication** regarding Superchoir is emailed to team@wearesuperchoir.com. Please **do not** contact your Choir Leader(s) on any other platform with updates, questions, concerns, absences, membership changes, or to sign up or withdraw from performances.

We have a lot of choir members at Superchoir, and this information can get missed, and creates additional admin for your Choir Leader(s). It is super appreciated if you direct your query/updates/signups directly to the Superchoir email address (team@wearesuperchoir.com).

Performances

A Superchoir membership includes a minimum of one guaranteed performance each term.

Due to the large number of choir members we have at Superchoir, we have a ballot system in place for performance opportunities that have a limited number of performance spaces available. For these performances, members have the opportunity to register their interest for the performance and be informed either way if they have been selected to take part. This does not affect your guaranteed 'one performance per term' set up.

Lyrics sheets and harmonies

Members are responsible for printing and bringing lyrics sheets to sessions each week. If you need lyric sheets amending, please contact the Superchoir team at team@wearesuperchoir.com.

All song arrangements, scores, lyric sheets and recordings are copyrighted by Superchoir and are forbidden to be used outside of a Superchoir context. No unauthorised copying or lending is permitted.

Superchoir mailing list

By signing up for membership, a taster session or our newsletter, you agree to be added to our mailing list and agree to receive weekly choir information (including online session links and lyrics if applicable).

By signing up for membership, you also agree to your name being shared via e-mail with other choir members.

You can unsubscribe from these emails anytime by clicking the 'unsubscribe' button at the bottom of the email or by emailing team@wearesuperchoir.com.

Making changes to terms & conditions

Superchoir can make changes to all organisational and/or membership terms & conditions of the choir, including the days and times of sessions and cost of membership with the condition of a 14-day notice.

Superchoir can replace one session a term with an additional performance (in addition to the guaranteed one performance allocation).

Superchoir - Code of Conduct for Members

At Superchoir, we want everyone to feel safe, welcome, and respected.

We ask all members, leaders, and volunteers to treat one another with kindness, fairness, and respect at all times.

We won't tolerate bullying, discrimination or behaviour that makes others feel uncomfortable. By taking part in our sessions, you agree to help us keep things positive and inclusive for everyone.

1. Our values

At Superchoir, we believe in creating a warm, welcoming, and respectful space for everyone. We celebrate diversity and aim to ensure that all members feel safe, valued, and able to enjoy singing together.

2. Expected behaviour

By joining Superchoir, you agree to:

- Treat fellow members and leaders with respect and kindness.
- Listen to Choir Leaders and follow guidance during sessions and performances.
- Arrive on time to sessions and performances and avoid disruptive behaviour.
- Be respectful of the decisions of Choir Leaders and Choir Management.
- Be responsible for your own actions and behaviour and avoid any conduct which would lead any reasonable person to question your motivation or intentions.
- Support an atmosphere that is inclusive and free from discrimination.
- Behave in a mature, respectful, safe, fair and considered manner.
- Strive to be a positive role model to all other members of Superchoir.
- Keep mobile phones on silent during rehearsals.
- Respect others' personal space and boundaries.

- Refrain from any behaviour that could be considered bullying, harassment, or exclusionary.

3. Inclusion and accessibility

We are committed to welcoming people of all backgrounds and abilities. If members require additional support — we ask you to be understanding and patient. If you have a specific need, please let us know so we can support you.

4. Handling concerns or conflict

We understand that occasional misunderstandings or disagreements may arise. If you have a concern, please speak to the Superchoir Leadership Team (Chloe Thomas & Emily Tonks) via team@wearesuperchoir.com in confidence.

We aim to resolve issues informally and respectfully.

Serious or repeated breaches of this Code may result in a warning, or in some cases, removal from the choir with immediate effect.

5. Safeguarding

Although most members are independent adults, some individuals may be considered vulnerable. We have a safeguarding policy in place, and concerns about wellbeing will be handled sensitively and appropriately.

If you have any concerns, please speak to our Designated Safeguarding Leads Chloe Thomas and Emily Tonks at team@wearesuperchoir.com

6. Final note

This Code of Conduct helps ensure that the choir remains a positive, welcoming space for everyone. By taking part, you agree to uphold these values and help make Superchoir an enjoyable experience for all.