



MediCinema – Serennu Children’s Centre

Terms & Conditions

1. About the MediCinema

1.1. Who we are

MediCinema builds, installs and runs state-of-the-art cinemas in hospitals and places of care, giving patients and their families the magic and joy of a night at the movies together.

Our MediCinemas are fully equipped with the latest technology, including Dolby surround sound, RealD 3D technology and large silver screens, and we use the same architects and suppliers as those used by mainstream cinemas so they look and feel like any other cinema.

1.2. What we do

The MediCinema located within the Serennu Children's Centre is a 51 seat, digital 3D auditorium. Free screenings take place on Saturday mornings at 10:30 and Tuesday & Wednesday evenings at 18:00. The service is open to families living in Gwent who have a child/young person aged 0-17yrs with a diagnosis of a disability and/or developmental difficulty.

2. Scope

These terms and conditions apply to both Sparkle & MediCinema staff (including volunteers) and the families who access the service. This is to ensure families have a fair experience in accessing the MediCinema service.

3. Registration

- 3.1. Registrations to MediCinema are open to children and young people with a disability and/or developmental difficulty and their families, whom are unable to access mainstream cinemas. To become a MediCinema member and access the MediCinema service, the child/young person must be registered with Sparkle's family activities.

Registration forms can be found at www.sparkleappeal.org/medicinema.

4. Admission

- 4.1. Admission will only be granted to valid MediCinema members.
- 4.2. MediCinema members must book seats in advance of the screening via the Eventbrite links sent by email.
- 4.3. MediCinema screenings are a family activity therefore siblings are permitted to attend. Details of siblings (name & age) must be provided in advance on the family activities registration form.
- 4.4. A 'Family' will be defined as 2x Adults + Named Siblings (as included on the Family activities registration form). Additional 'family' admits will be at the discretion of the MediCinema Manager.

5. Bookings

- 5.1. MediCinema members will receive bi-weekly emails containing posters of the upcoming screenings.
- 5.2. All bookings are processed via Eventbrite. Therefore, a link to an Eventbrite collection will be included in the email so members can book on to their preferred screenings.

- 5.3. Eventbrite links are private and are intended for use of the MediCinema member in which the email is sent to only. Any forwarding of these links is prohibited.

6. Attending the screening

- 6.1. The MediCinema team will begin to allow families into the MediCinema 15 minutes before the screenings are due to start. On occasions there may be a delay to allowing families into the auditorium in the event of technical difficulties, this allows the MediCinema technician to try and resolve the issue.
- 6.2. On arrival, the parent/carer must see a member of staff from the MediCinema team to have their e-ticket scanned and attendees to be checked in. This is essential for fire safety and attendance monitoring. If a family arrives late to the screening, it is important that they notify a member of the MediCinema team.
- 6.3. Seats in the Cinema are not allocated. Therefore, are on a first come first basis. However, the MediCinema team reserve the right to move members if required to meet the needs of the service.
- 6.4. Attendees are not to enter any staff only areas nor interfere with any equipment. This includes but is not limited to the projector, sound equipment, screen or lighting.
- 6.5. All mobile devices including mobile phones must be turned off during for the duration of the screening. We understand at times families may need to use their mobile device. However, this must be done outside of the auditorium.
- 6.6. No recording equipment is permitted during a screening. It is a serious criminal offense to copy or attempt to copy any film, soundtrack or other copyrighted protected material shown in the auditorium. These offenses are under section 6 & 7 of the Fraud Act 2006 (England, Wales & Northern Island), and Section 107 of the Copyright, Designs and Patents Act 1988 (England, Wales & Northern Island).
- 6.7. In the event of a family attending a screening who isn't registered to the MediCinema service they will be refused entry.

7. During the screening

- 7.1. At the beginning of the screening a safety briefing will be given by the MediCinema Manager, which will highlight evacuation procedures in the event of an emergency as well as other key information.

8. Service users experience

- 8.1. The MediCinema is a safe and non-judgemental environment for our families. As some children and young people may be active and vocal during the screening and discouragement by other families shall not be tolerated.
- 8.2. Sparkle and MediCinema does not tolerate any disrespect shown to other service users.
- 8.3. In the event of a family being treated unfairly, they are encouraged to approach a member of the team.

9. Photos and Video consent

- 9.1. Sparkle & MediCinema may take photos for special occasions. These can include special screenings, donations and for publicity. Photo consent is given on the Family Activities Registration form which is held on Sparkle's database. However, for photos to be used by MediCinema and film distributors a consent form must be completed by the legal guardian of the child/young person.

10. Safety and Security

- 10.1. Safety briefing will be given during the welcome speech by the MediCinema manager.
- 10.2. MediCinema attendees and guests must follow instructions given by the MediCinema team.
- 10.3. Attendees and guests must keep isles free of personal belongings and other objects in order to adhere to health and safety guidelines.
- 10.4. At the end of the screening families must pick up their litter and put it in the bins provided.

11. MediCinema Non-Attendance

MediCinema and Sparkle both want as many families as possible to benefit from the MediCinema service and hate to see any empty seats, both organisations work hard – and are proud to provide this service, however there is a cost of almost £7 for each seat in the MediCinema.

In order to keep the service fair for all families. Sparkle and MediCinema have a non-attendance policy. In the occurrence of a family not attending a screening for the first time, this will trigger the policy and the non-attendance will be logged and monitored for 3 months. Within these 3 months if the family book onto a screening and not attend a further 2 times. The family will be held on a reserve list for 28 days. Families who are on the reserve list will receive the film posters 5 working days after the screenings have been sent out to all other members. Once the 28 days have passed, standard membership will resume.

12. Zero Tolerance attitude towards abuse

MediCinema and Sparkle will not tolerate abuse towards staff, volunteers or other service users and their families. The MediCinema service is inclusive and enjoyable to all. Therefore, Sparkle and MediCinema will not tolerate any disrespect shown to other service users. Some of our children and young people may be active and vocal during the screening and this is something we do not discourage.

13. Putting Things Right Policy

If you do have any concerns or queries, or would like to raise a complaint please do contact your local Family Liaison Officer (FLO), where a copy of Sparkle's Putting Things Right policy can be requested.

South – family.liaison.abb@wales.nhs.uk, 01633 748013

North – ABB.FamilyLiasionNorth@wales.nhs.uk, 01873 732712

West – Abb.FamilyLiasionWest@wales.nhs.uk, 02920 867447

14. Privacy Policies and other Terms and Conditions

- 14.1. MediCinema's Privacy Policy - medicinema.org.uk/privacy-policy
- 14.2. Sparkle's Privacy Policy - www.sparkleappeal.org/privacy-policy
- 14.3. Eventbrite's Privacy Policy – www.eventbrite.co.uk/privacypolicy/

14.4. Eventbrite's Terms of Service - www.eventbrite.co.uk/tos