

**The Cultural Spring  
#CreativeWinter 20/21 Online Workshop Programme**

**Frequently Asked Questions (FAQs)**

**Why are the workshops only for people living in South Tyneside and Sunderland?**

The funding we receive from Arts Council England is intended to help more people in South Tyneside and Sunderland take part in arts and cultural opportunities. Therefore, priority will be given to people living in these two areas when booking.

**The workshop I want to take part in is full. Will you be adding more places?**

Unfortunately, we have limited places available in our workshops and expect demand to be high. You can add your name to a waiting list if the workshop you want to attend is full. You will be contacted if a place becomes available. In order to ensure the online spaces are manageable and each participant receives the appropriate level of tuition and support it is unlikely that we will be able to add more places. If places do become available over the course of the workshop programmes, we will contact the waiting list in these instances too.

**Do I have to attend every session if I sign up?**

Ideally yes, but we appreciate that things can come up at the last minute that means you need to change your plans. Therefore, missing one or two sessions is understandable. However, if you anticipate that you will miss more than a couple of sessions, we ask you not to book a place in the workshops this time around.

**What is Zoom?**

We are using Zoom to carry out the workshops online. You might have used Zoom quite a lot over the past few months, but if not, Zoom is an online video calling service. You will need to have access to a computer, tablet or smartphone to access Zoom. You will also need an internet connection. If you have booked a place on the workshops, you will be emailed the details you need to join the Zoom workshop two days before the workshop. If you have never used Zoom before we're happy to arrange time to discuss it with you once your booking is confirmed.

**What if I don't have access to a computer, tablet or smartphone?**

We completely understand that people might not have access to a computer, tablet or smartphone or the internet. Therefore, we're aiming to offer a varied programme of activities to cater for as many people as during the Covid-19 pandemic. We encourage you to keep checking back on our website or sign up for our e-newsletter to receive information about other opportunities. We're also planning to reintroduce our traditional workshop programme once it is safe to do so again.

**Are these online sessions safe?**

We try our hardest to keep our online workshop spaces safe and have a number of processes and procedures in place to protect you and the workshop leader. This includes asking you not to share the Zoom details with anyone else, enabling a waiting room so we only admit people signed up for the workshops and asking you to keep your cameras on during the sessions. If you have any concerns about online safety, please contact us.

**If I have more people in my household/support bubble and they want to attend, do they have to sign up separately?**

You only need to book one place via our booking system if others in your household/support bubble want to join in the workshops too. The places available via the booking system are the number of screens/devices that we can manage in the online workshops. Other members of your household/support bubble can also join in via your screen, but ask you to let us know if this is the case once your booking is confirmed. [If sharing a screen/booking with others, we ask that you observe the restrictions that are in place and only do so with others in your household/support bubble.](#)

**Why are the workshops 'Pay What You Can'?**

The workshops are made possible through our funding from Arts Council England. We don't include a set charge to ensure that cost is not a factor that deters anyone from taking part. However, if you are in a position to make a donation to the running costs of the workshops this is greatly received. This enables us to offer future workshops and helps to secure the long-term future of The Cultural Spring. If you wish to make a donation, you can decide the amount that is right for you. There is no pressure to make a donation. If you're not in a position to make a donation you are still very welcome to attend. More information about donating will be sent to you once your booking has been confirmed.

**What if I don't have the materials I need at home?**

If you don't have the materials required to take part in the workshops, please contact [info@theculturalspring.org.uk](mailto:info@theculturalspring.org.uk) once your booking is confirmed. We will ensure you receive a pack of materials/resources to enable you to take part fully in the activity. This is part of our efforts to ensure that cost does not deter anyone from taking part. To help our resources go further though, we ask that you provide your own materials/resources if you are in a position to do so providing this does not place you in a position of financial vulnerability.

**Why are you asking for my personal details?**

As part of our funding from Arts Council England we need to report some information back to them about who attended the workshops. This is to demonstrate that we are reaching people in South Tyneside and Sunderland. The information we provide to our funders will never identify you as an individual. Our Privacy Policy is available [here](#).

Some of the workshop leaders will also send you materials/resources through the post, so we can collect this information to enable this to happen.

**What if I experience abuse, racism, prejudice or discrimination in an activity organised by The Cultural Spring?**

We strive to ensure that all activities organised by The Cultural Spring are safe and welcoming for everyone. We will not tolerate discrimination in any form, this includes, but is not limited to discrimination on the basis of race, gender/gender identity, age or sexual orientation. If you experience, or witness abuse, racism or discrimination in a Cultural Spring activity, we ask you to contact The Cultural Spring immediately on [info@theculturalspring.org.uk](mailto:info@theculturalspring.org.uk). We will not tolerate abuse of any kind in our activities and will take action to ensure our spaces remain safe for all.