

Acceptance policies – Orchestral Weeks 2026

Please read this file before finalising your Membership & Payment Form.
Please keep a note of all policies for your records.

Commitment

By accepting a place in NCO 2026, you make a commitment that your child will attend in full the activities for their orchestra. You can find these dates and venues in the Dates and venues drop down on this page of our website: [Orchestral Weeks](#).

There is also an expectation that your child will attend a number of live sessions online in preparation for each orchestral activity.

Payments Policy

By accepting a place in NCO 2026 you are agreeing to the following payment policy and terms:

Payment for membership fees may be taken in one payment or in instalments. Once the membership place has been accepted, a personalised Membership and Payment form will be sent to the parent/carer to set up payment/s. If payers require alternative payment methods to those in the form, please contact members@nco.org.uk. Please only request alternative arrangements in exceptional circumstances. Payment in full is expected before the Member's first in-person activity date.

If you choose to pay in monthly instalments, we politely request that you pay by Direct Debit rather than recurring Credit Card payment. This significantly reduces the processing fees, which makes a big difference to our charity.

Administration fee

The Membership fee you pay includes a non-refundable administration fee of **£250**.

Refunds

50% of the membership fee can be refunded (i.e. 50% of the gross amount minus the admin fee) up to 60 days before the Member's first in-person activity date.

Refunds will not be made within 60 days before the Member's first in-person activity date.

Refunds will strictly be made directly to the account from which the payments were made to NCO.

Payments by instalment must be made in full. Outstanding balances must be paid, even if the Member has withdrawn from the membership.

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Photography and recordings

NCO is committed to safeguarding and promoting the welfare of the children in our membership and we expect our teams, freelancers, volunteers and others in the wider NCO community to share this commitment. This commitment is reflected in our approach to photography or recording of children in NCO orchestras.

Any images or recordings will be specifically authorised by the Chief Executive at their discretion, and may include images or recordings:

- for use in NCO promotional materials and communications campaigns including e-newsletters
- made by media companies for broadcast/other transmission including promotional purposes
- made with NCO partnership organisations for collaborative projects e.g. NCO's involvement with ABRSM's Composer Mentoring programme or as Classic FM's Children's Orchestra.
- uploaded to NCO's YouTube channel, website/s, or other online media including social media channels
- for the purposes of adjudicating and moderating results of auditions

In consideration of the safeguarding of the children in NCO membership and to comply with the requirements of concert venues, no photography or recording of any kind is permitted at NCO concerts except for official photography or recording specifically authorised by NCO. NCO may record public concerts and make online recordings/DVDs and photos available to purchase.

NCO may store and retain any images or recordings it creates. All images and recordings made by NCO will be owned by the charity and will be retained as per the GDPR information below.

General Data Protection Regulations (GDPR)

NCO is registered with the Information Commissioner's Office as required by the Data Protection Act 1988. NCO is also compliant with the General Data Protection Regulation (GDPR) as of May 2018.

During the period of your child's membership, NCO will retain personal details you have provided to us relating to you and your child, such as contact information.

[Our full Privacy Policy](#) gives you a clear explanation about how we collect and use the information we collect from you, including administrating and organising activities as part of your child's membership.

Parents/carers are asked to let NCO know if any of their contact details change, or if there are any inaccuracies in them. Parents/carers should also advise NCO if they no longer want to receive information or services from NCO.

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Behaviour Agreement

At NCO we strive to build and maintain a culture of inclusivity, respect and kindness and to cultivate empathy and sensitivity.

Our teams are dedicated to exercising the best possible care of Members when they are attending our activities, whether in person or online. In return, it is expected that Members will abide by a set of commitments for their behaviour, which are for the protection, safety and wellbeing of everyone involved.

In attending NCO activity, including online and in-person activities and concerts, Members and their parents/carers agree to the rules and commitments outlined further down this document, and understand that should these be broken, parents/carers will be informed, and further appropriate action may be taken as per the following behaviour process.

Behaviour Process

NCO has a three-tier approach to negative behaviour. If behaviour falls below the commitments outlined in this agreement, the following process will take place:

Level one – low level disruptive behaviour. This can include – talking when a tutor is talking, shouting out without permission or interrupting people, showing a lack of respect for teachers and/or peers. If this behaviour needs to be addressed NCO will discuss the behaviour with the child involved and agree an action plan to prevent further disruption of sessions. Children will also be asked to complete a *Reflection Sheet* to help them understand the impact of their behaviour.

Level two – medium level behaviour. This can include – repetitive disruptive behaviour, racist and/or bullying comments and language, manipulation of others to behave negatively. If this behaviour needs to be addressed NCO will discuss the behaviour and possible consequences with the child involved and will inform their parent/carer. Children will be asked to complete a *Behaviour Commitment form* to outline how they will improve their behaviour going forward.

Level three – high level behaviour. This can include – abusive, harsh or insulting language or profanity directed towards another individual, threatening another person; verbal or physical, child on child abuse. NCO will contact the child's parent/carer as a priority once facts and planned actions are in place. Due to the seriousness of incidents at this level, there is a strong possibility that parents/carers will be asked to collect their child from the residential.

NCO's behaviour process applies to all in-person and NCO online activities as well as any online/social media activity that would normally sit beyond our control, but which is reported to us (e.g. WhatsApp).

Continued poor behaviour at any level can result in a child being sent home or excluded from further NCO activity. If a child is asked to leave an in-person activity, their Parents/Carers are expected to collect them the same day.

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Member Commitments for (Online and In-person):

- I will show respect for fellow members of the orchestra.
- I will not name-call or bully anyone. If I experience bullying, whether that is directed at me or someone else I will tell the Support Team (or my parent/carer if I am participating in an online activity, who will report it to NCO).
- I will not send anyone material that could be considered threatening, bullying, offensive or inappropriate, including racist or illegal material.
- I will show respect for the NCO team including conductors, music tutors, support team and administrative team, and for all staff at the activity or concert venues.
- I will show respect for other people's instruments.
- I will not damage any property belonging to NCO or the venues in which activity takes place.
- I will not possess or consume alcohol, drugs or smoke cigarettes or vape.
- During my membership, if I choose to create, post or comment on content online or to create or join a social media group e.g. WhatsApp with other Members of NCO, I understand that this is not run or monitored by NCO. If I feel concerned or upset about something I see, I can talk to a parent/carer or another adult who I trust e.g. NCO Support Team. I understand that this can be reported, and action will be taken.
- I understand that I should not use the NCO logo or other branding as part of my online interactions.
- I understand that if I breach any of these commitments, I will be subject to NCO's Behaviour Process outlined previously in this document.

Member Commitments at NCO online activities:

- I will be responsible for my behaviour when using Zoom to interact with NCO. This includes the language I use when I talk.
- Before joining a video chat, I will make sure the space I am in is clear of any personal items I might not want other members or NCO to see and that I am appropriately dressed. I understand that the ideal background is a plain wall.
- I will not give out any personal information to anyone online, such as my phone number or address.
- I will not reveal my passwords to anyone, nor will I share event links (e.g. for webinars or sectionals) with anyone.
- If I feel concerned or upset about anything during an NCO online activity, I can talk to the present NCO staff members privately via the Q&A, or to a parent/carer or another adult who I trust. I understand that this can be reported, and action will be taken.

Parent/Carer agreements

- I have read, understood and accept the commitments my child has made above
- I understand that parent/carers are welcome to observe online activities, but the dialogue should be between NCO staff and the children.
- I understand the Behaviour Process and I agree to co-operate with NCO should either/both of these processes come into effect for my child.
- I understand that outcomes from the Behaviour Process could include my child being removed from or sent home from NCO activities. I also understand that in extreme situations their NCO membership may be revoked for the rest of the membership year.