



MEDICINEMA

feel better with film

MediCinema – Serennu Children’s Centre

Terms & Conditions

Updated: November 2024

1. About the MediCinema

1.1. Who we are and what we do

MediCinema is a charity which improves the wellbeing and quality of life of patients and their families through the power of the shared cinema experience and the magic of film. It builds and runs cinemas in hospitals and places of care equipped with space for beds, wheelchairs, and medical equipment. Its services demonstrably improve emotional, mental, and physical health, reduce feelings of isolation, anxiety, and stress, and increase patient resilience. Since MediCinema was founded in 1999 it has given more than 300,000 experiences to patients, their families, carers and those closest to them.

The MediCinema located within the Serennu Children's Centre is a 549seat auditorium with space for 8 additional wheelchairs. Free screenings take place on Saturday mornings at 10:30 and Tuesday and 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 Technical Assistant.
- 4.5. Children/young people must always be accompanied by a Parent/Carer while attending the MediCinema.

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.
- 5.4. When booking a film that has a 12A certificate, it is the responsibility of the parents/guardians to judge whether the content of the film is appropriate for their child. If unsure, we recommend parents/guardians check the BBFC website for up-to-date information and warnings about each film to help them decide if it will be suitable for their child before attending.

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 in allowing families into the auditorium, for example 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 check in all attendees and have their e-ticket scanned. 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. Parents and Carers are responsible for their children/young people at all times whilst attending the MediCinema and the Serennu Children's Centre.
- 6.4. All drinks/liquids must be in sealed containers. No guest is permitted to leave litter in the auditorium. All litter must be placed in the bins provided.
- 6.5. Serennu Children's Centre is a 'Nut Free' building and therefore any products containing any sort of nuts is prohibited.
- 6.6. Seats in the Cinema are not allocated. Therefore, seating is 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.
- 6.7. 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.
- 6.8. All mobile devices including mobile phones must be turned off 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.
- 6.9. No recording equipment is permitted during a screening. It is a serious criminal offence to copy or attempt to copy any film, soundtrack or other copyrighted protected material shown in the auditorium. These offences 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).
- 6.10. 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 Technical Assistant, 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. Some children and young people may be active and vocal during the screening and discouragement by other families shall not be tolerated.
- 8.2. For the safety and enjoyment of all attendees, parents and carers must supervise their children/young people at all times during MediCinema screenings.
- 8.3. Sparkle and MediCinema does not tolerate any disrespect shown to other service users.
- 8.4. 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 or film videos at MediCinema screenings and events. These photos and videos may be used in publicity material / publications (broadcast / print / online including social media) by, and in support of, Sparkle, MediCinema and MediCinema's partners. Photo/video consent is given via a consent form which must be completed by the person with parental responsibility for each child/young person. Consent form details will be held on MediCinema's secure database. Consent can be retracted at any time by contacting Sparkle or MediCinema directly (info@medicinema.org.uk).

10. Safety and Security

- 10.1. Safety briefing will be given during the welcome speech by the MediCinema Technical Assistant.
- 10.2. MediCinema attendees and guests must follow instructions given by the MediCinema team.
- 10.3. Attendees and guests must keep aisles 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

11.1 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.

11.2 It the family's responsibility to notify Sparkle / the MediCinema Team, as soon as they are aware, if they or ANY members of the family are unable to attend. Doing so will enable us to offer the seats to another family. This can be done by contacting the Sparkle office on 01633 748093 or cancelling on the Eventbrite app.

11.3 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 2 months. Within these 2 months if the family book onto a screening and do not attend a further time, the family will remove from the mailing list for a one month. Once the one month has 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 for everyone to enjoy. 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