



Sing Social Members' Code of Conduct

Welcome

At Sing Social, we're more than just a singing club - we're a community.

Our aim is to create a fun, welcoming and inclusive environment where everyone feels comfortable to sing, laugh and make new friends. To help us achieve that, we ask all members to follow this Code of Conduct.

By being a member of Sing Social, you agree to uphold these standards and help create the positive, supportive atmosphere that makes our clubs so special.

1. Be Kind

Treat everyone with kindness, courtesy and respect.

Our members come from a wide range of backgrounds, ages, abilities and life experiences. Please help everyone feel welcome and included.

2. Encourage, Don't Judge

Sing Social isn't about being the best singer.

Whether someone has sung all their life or is attending their very first session, we're here to encourage one another and enjoy the experience together.



Negative comments, criticism, intimidation or behaviour that makes others feel uncomfortable has no place at Sing Social.

3. Help New Members Feel Welcome

Many people arrive feeling nervous before their first session.

A smile, a friendly conversation or simply inviting someone to join you can make a huge difference.

We encourage every member to help create the welcoming atmosphere that Sing Social is known for.

4. Respect Personal Boundaries

Friendships naturally develop through Sing Social and we love seeing those friendships grow.

However, every member has the right to decide how much contact they wish to have with others.

Please always respect personal boundaries, privacy and individual wishes.

Persistent unwanted contact, inappropriate behaviour or harassment will not be tolerated.

5. Respect Privacy

Please respect the privacy of other members.



Contact details or social media connections obtained through Sing Social sessions or our community spaces should never be used to send unwanted, inappropriate or persistent messages.

Likewise, personal information shared by other members should always remain private unless they have given permission for it to be shared.

6. Be Inclusive

Sing Social welcomes everyone.

We are committed to creating an environment where every member feels safe, respected and valued.

Bullying, discrimination, harassment, intimidation or abusive behaviour of any kind will not be tolerated.

7. Respect Our Hosts and Team

Our hosts work extremely hard to create a fantastic experience for our members every week.

Please follow any reasonable instructions they give during sessions and treat all Sing Social team members with courtesy and respect.

8. Look After Our Venues

Please help us leave our venues clean and tidy.



Treat the facilities with care and respect so that we're welcomed back each week.

9. Photos & Social Media

We love seeing members share photos and videos from our sessions.

However, please be considerate when posting content that includes other members. If someone would prefer not to appear in photos or videos, please respect their wishes.

10. Community Spaces

Our Facebook Groups, WhatsApp Communities and other online spaces exist to help members connect outside our weekly sessions. These communities are created, owned, administered and moderated by Sing Social.

As with any organisation-managed online community, members of the Sing Social team may view posts and conversations from time to time in order to answer questions, support members, moderate content and help ensure the communities remain friendly, welcoming and respectful places for everyone.

These spaces are optional to join and are intended for member chat, social interaction, club information and celebrating the Sing Social community. They are not intended to be used for complaints or discussions regarding company policy. If you have feedback, concerns or a complaint, please contact us directly in the first instance at hello@singsocial.co where we'll be happy to help.



We reserve the right to moderate or remove content that we believe is inconsistent with the purpose of these communities or the standards of behaviour expected of Sing Social members.

The same standards of behaviour expected during Sing Social sessions also apply within our online communities.

11. Behaviour Outside Sessions

We recognise that many friendships continue beyond our weekly sessions, which is something we actively encourage.

However, behaviour that occurs outside Sing Social sessions may still fall within this Code of Conduct where it arises from Sing Social membership or involves fellow members who met through Sing Social.

This includes, but is not limited to:

- Unwanted or persistent private messaging.
 - Harassment or intimidation.
 - Inappropriate behaviour towards another member.
 - Behaviour that causes another member to feel unsafe or uncomfortable.
 - Conduct that risks damaging the welcoming and inclusive nature of our community.
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12. Keeping Everyone Safe

If you experience or witness behaviour that makes you uncomfortable, whether:

- during a Sing Social session;



- within one of our online community groups; or
- through private communications connected with Sing Social,

Please speak to us as soon as possible.

All concerns will be treated sensitively, fairly and confidentially.

13. Protecting Our Community

Our priority will always be protecting the welcoming, friendly atmosphere that makes Sing Social special.

Where concerns are raised, we reserve the right to investigate behaviour that occurs:

- during Sing Social sessions;
- within Sing Social online communities; or
- outside Sing Social where that behaviour is connected to Sing Social or its members.

Depending on the circumstances, we may:

- have an informal conversation;
- issue a verbal or written warning;
- suspend a membership; or
- terminate a membership immediately without refund in cases of serious misconduct.

Our decisions will always be made with the safety and wellbeing of our members and team in mind.



Finally...

Remember why we're here.

Sing Social isn't a traditional choir and exists only for fun and enjoyment.

It's a place to forget about work, life's stresses and everyday worries for 90 minutes, sing your heart out, meet wonderful people and leave feeling happier than when you arrived.

Every member plays a part in creating that atmosphere.

Thank you for helping us make Sing Social a place where everyone feels welcome.