



# Young Lyric Frequently Asked Questions

## **Why do I need to be a Young Lyric member before I sign up?**

We want you to feel like part of the Lyric family, but also the cost of the membership allows us to ensure no class is more than £10. Plus, we've got lots of amazing benefits that we want just Young Lyric members to access. Being a member helps Box Office know who is entitled to those benefits.

## **What does being a Young Lyric member mean?**

It means you are part of West London's largest company of creative and exciting individuals. You can book onto courses, book our spaces and hang out at the Lyric. You will also receive an exclusive Young Lyric e-newsletter with regular updates, performance opportunities as well as information, offers and deals from our partners.

## **I'm not from Hammersmith, can I still take part?**

Of course. LYC is open to all under 26s no matter where you live.

## **How do I book a class?**

Call or visit our Box Office on 020 8741 6850.

## **Why can't I book online?**

Our current website isn't able to take online bookings just yet, but we are working hard to create a new system that will make booking activities easy for you.

## **What happens once I have booked a class?**

You will receive a verbal confirmation at the time of your booking. Then all you need to do is turn up approx. 15 minutes before your class is due to begin.

## **Am I allowed to sign up to more than one class a term?**

Yes. Sign up to as many as you want, we encourage this.

## **Do I have to join for the full course?**

Yes, for the majority of classes we ask that you book the course term. However individual session booking will open after the first session has passed should you want to join mid-term.

## **Do I have to attend every class on the course?**

Yes, however exceptions can be made. You will need to let Young Lyric know by contacting [becky.martin@lyric.co.uk](mailto:becky.martin@lyric.co.uk) or calling 020 8741 6850

## **Do I just turn up?**

When you arrive at the Lyric head up to the Reuben Foundation Wing foyer about 15 minutes before your class begins. You will be greeted by an Young Lyric alumni who will register you for your class and let you know where to go.

## **What do I do if I am ill?**

If you are ill you will need to let Young Lyric know. Please email [becky.martin@lyric.co.uk](mailto:becky.martin@lyric.co.uk) or call 020 8741 6850 and we can pass the message onto your course leader.

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**If I am late can I still do the class?**

We ask that you try as hard as you can to arrive on time as it causes disruption to the rest of the class, however if it cannot be avoided please call 020 8741 6850 to let Young Lyric know.

**Do classes run through half term?**

No, we have a break during half term. Check with your course leader for details. We also run separate half term and holiday activity, so keep an eye out for details.

**Does my parent/carer need to be there for the duration of my class?**

No, unless it is a family class. However we do ask that parents/carers of children 11 and under stay in the building. Parents/carers are welcome to hang out in the Reuben Foundation Wing foyer or at our café or Lyric Bar and Grill.

**Where can I be collected from after class?**

Parents/carers should collect you promptly from the Reuben Foundation Wing unless Young Lyric has been informed that you have permission to go home yourself.

**Why do I need parental permission?**

If you are under 18 we legally need your parent's permission to take part in any activity. We will pass the message onto your course leader and when you arrive you will be able to join.

**Can my parent/carer watch my class?**

Not unless they have been specifically invited. We do often have sharing and performances.

**What do I wear to class?**

For most classes it is best to wear something you can easily move in and feel comfortable in. If you're in a dance/movement class please ensure you wear shorts or trousers.

**Are there any changing facilities at the Lyric?**

There are no specific changing facilities at the Lyric so we encourage that you arrive ready for your class.

**Can I eat at the Lyric?**

Yes. You may eat your own food in the Reuben Foundation Wing or buy food from our café and Lyric Bar and Grill.

**Can I do my homework at the Lyric?**

Of course. Our Reuben Foundation Wing foyer is your space. You are more than welcome to do your homework or hang out with friends.

**Is there WiFi at the Lyric?**

Yes, ask the Box Office or Young Lyric alumni for details. While you're online why not check in on Facebook or tweet the Lyric @LyricHammer or Young Lyric @YoungLyricHamm.