

## **SUPERCHOIR FAQs**

### **JOINING**

**1. How are you different from community choirs?**

Our choirs are vibrant and energetic! We guarantee that you will leave feeling revived, invigorated and engaged. It's a completely different feel to most other community choirs due to the fast pace and energy. Try us out for yourself and we're sure you'll feel the difference!

**2. Do I have to be a good singer and do I have to audition?**

No, we welcome people of all abilities in our choirs and there is absolutely no audition - just join!

**3. Is it a mixed choir?**

Yes superchoir is made up of men and women over 18 years of age!

**4. When can I join?**

You can book onto the next taster session by calling to office on 02920 450046 or online at <http://www.singandinspire.com>

**5. Do I have to pay for the 1<sup>st</sup> session if I don't like it?**

Your first taster is absolutely FREE and there are no obligations to join after that. Our sessions are vibrant and energetic so we're sure you will love it! However, if you don't, that's no problem!

### **PAYMENT**

**6. How much does it cost?**

Membership costs £24 per month. (£20+VAT)

**7. Can I pay per session?**

No. We require the direct debit to ensure that we can keep running the sessions effectively, so it's best to come to as many as possible.

**What does the price include?**

Our price includes your weekly sessions, gigs, extra sessions for gigs, venue, equipment, music, membership benefits, remote harmony learning system and the cost of our facilitators as well.

## **8. How do I pay?**

You will need to set up a direct debit via our direct debit provider GoCardless. You simply click a secure link sent to you by your motivator and fill in your details online.

## **9. Can I pay upfront?**

Yes you can pay quarterly or yearly. If you choose to pay your fee upfront for the year you get a whole month FREE!

## **10. Do you offer concessionary rates?**

Unfortunately we don't offer concessionary rates. If you are having issues regarding fees please speak to us.

## **SESSIONS & GIGS**

### **11. Do I have to commit to gigs?**

No, all gigs are voluntary so you don't have to take part until you feel ready. We encourage members to take part in gigs as it helps to galvanize the teambuilding experience. Performing together secures bonds of trust and gives an adrenaline high and confidence boost. Once you have gigged once, you will only want to do it again and again!

### **12. Can I suggest songs?**

Yes! We hold a song competition for members every year! You can suggest your favourite songs and, pending a shortlisting process, members can vote for their favourite choices. The winning songs are then arranged and sung in sessions!

### **13. Do I get paid to do gigs?**

Gigs are a great opportunity for you to perform and showcase what the choir have learned! They also provide a benchmark for you to work towards. We do not pay our members as most our gigs are either free of charge or for charity. On the rare occasions that we do accept payment for the gigs, we either donate the proceeds to charity, or channel them back into Superchoir.

**14. What happens if a session is cancelled?**

We promise to do our best to make sure that every scheduled session takes place as usual. On the rare occasion that a session needs to be cancelled, we aim to give you as much notice as possible and will look to re-arrange the session for a different time/day. If this is an issue for you please get in touch and we will do our very best to make it up to you!

**15. I'm very busy and can't attend every week, will I fall behind?**

With Superchoir, you never need to worry about falling behind. We have an online harmony learning system, which allows our members to access all their harmonies and lyrics from home! Most of our members download everything on to their phones or a CD and listen to them in the car.

**CANCELLATION & OTHER**

**16. Can I pause my membership?**

We recognise that people are busy and life doesn't also run to plan. We don't currently have a pause option for memberships. However if you need to cancel your membership that's ok and we hope to have you back soon. Please send any cancellation/payment enquiries to your motivator Philippa or Chloe.

**17. SUPERCHOIR is not in my area so I can't join ☹️**

We're expanding across the UK this year! If you would like a Superchoir in your area please get in touch and we talk about how we can come to you!

**18. Due to circumstances I can't attend anymore, how do I cancel?**

We hope you love superchoir as much as we do, so if you need to leave for a certain period of time, please speak us about your membership.

If you would definitely like to cancel your membership, this can be done by contacting your motivator via email.

**19. I'm unhappy about something, who can I talk to?**

We are sure that you will never be dissatisfied or unhappy about anything relating to our service. If however you are, please give us call us on 02920 450046 or email [members@singandinspire.com](mailto:members@singandinspire.com). This way we can be sure to put it right!

## **20. Why do we have surveys?**

We ask members to complete a short survey every quarter. We really value your feedback and want to make sure that we are doing everything we can. Surveys are anonymous and we read all of your comments and suggestions so please be as honest and open as you can.