

Please read the following information carefully before attending House of Illustration's online events.

### **Accessibility**

We understand our participants may have a range of access needs. We are working towards our online events being as inclusive as possible and want participants to be supported. Please get in touch if you have any queries about online access by emailing [education@houseofillustration.org.uk](mailto:education@houseofillustration.org.uk).

### **Before the event**

All event times are GMT or BST.

Attendees must be aged 18+.

Important information and login details for the event will be sent to the email address associated with your ticket booking, usually the one linked to your PayPal account.

If this email address is not the one you check regularly, please let us know by contacting [education@houseofillustration.org.uk](mailto:education@houseofillustration.org.uk) from your main contact email address. Please do this immediately and no later than two weeks before the event.

For security reasons, you will be sent the Zoom joining link, Meeting ID and Password **the day before** the event, but not before. Please do not share this with anyone else.

### **Using Zoom**

Zoom is a free video communications platform that can be accessed by phone, tablet or computer which we use for live online delivery of our events. You do not need a Zoom account to participate in the Zoom meetings.

To join a Zoom meeting, either:

- click on the Zoom joining link sent to you by email; or
- go to [www.zoom.us](http://www.zoom.us) and enter the Meeting ID and Password; or
- open the Zoom app on your phone, tablet or computer, click 'join' and enter the Meeting ID and Password.

## **On the day**

Registration opens 30 minutes before the event starts to allow enough time to let everyone in. Please remember that all timings are GMT or BST.

When entering the events, you will be placed in a waiting room and admitted once your name has been checked against the register.

Please ensure your on-screen name is the same as the name we have for you on the register.

You can change your on-screen name by going to your settings, or by clicking the 'participants' button when in the meeting and selecting 'rename' from the drop-down menu on your name in the list.

After registration you can remove your surname if you wish.

If your on-screen name does not match your name on the register, you will be messaged privately for your email address or registered name. House of Illustration reserves the right not to admit anyone who is not identifiable from the bookings.

Once registered, you can step away from your screen before returning for the advertised start time. The event will start promptly at the advertised times.

Latecomers may not be admitted, or there may be a delay in admission.

## **During the event**

Please do not take screen shots or record any video or audio of the sessions.

Your video and microphone will be switched off until the session begins.

You are encouraged to have your camera on once the session begins in order to create a sense of community, but this is optional. Please do whatever makes you feel comfortable.

Please avoid overly distracting backgrounds, flashing lights and any offensive or insensitive material on shelves or walls. There are options to change your background in Zoom. House of Illustration is not responsible for participants' backgrounds.

You are free to participate, take breaks, walk away from the screen, or 'leave' an event at any point by turning off your microphone and camera for as long as you need. If you exit the event there may be a delay in re-admitting you.

The host(s) will introduce themselves at the start. They will be responsible for managing any administration required during the session and managing the chat. Participants can use the direct message function at any time to communicate with the host.

House of Illustration aims to foster an inclusive and supportive online space and will not tolerate the use of discriminatory or inappropriate language at any time.

*If you have any questions or concerns, please email us at [education@houseofillustration.org.uk](mailto:education@houseofillustration.org.uk).*