**Wave Café Online Activities Policy**

*During Covid-19 Pandemic*

**Wave Café WhatsApp Terms and Conditions**

The Wave Café WhatsApp group, like the physical café, is an open and inclusive space, and we aim for it to be enjoyed by all.

Operating requirements:

1. Posts in the group are moderated by group admin. Posts containing hateful, abusive, explicit or spam material will be removed. However, Wave Café is not ultimately responsible for content shared by group members.
2. New joiners to the group are invited by link and reasonable steps are taken to verify their identity by group admin. However, Wave Café cannot guarantee the identity of all members.
3. On joining this WhatsApp group, participant’s phone number and profile picture will be visible to other group members.
4. Wave Café cannot guarantee the privacy of content posted in the group. It is suggested that private or personal information is not posted in this group.
5. Wave Café is in no way affiliated with the WhatsApp app, you also agree to their separate terms of use <https://www.whatsapp.com/legal/?eea=1#terms-of-service>
6. If you have any questions or concerns at any time, contact one of the group admins;

Ben Sudell ([ben@wavecafe.org](mailto:ben@wavecafe.org)) or Toby Skinner ([toby@wavecafe.org](mailto:toby@wavecafe.org)) .

**Social Zoom Call**

1. 2 members of Wave Café staff, or nominated volunteers, shall be on the zoom call at all times.
2. New joiners should contact [toby@wavecafe.org](mailto:toby@wavecafe.org) and establish their connection to Wave Café, ideally through a mutual contact.
3. Participants must show their name before being allowed in from the waiting room.
4. Zoom settings prevent participants from sharing their screen or using private message functions. Recording of sessions is also not permitted. Session IDs and passwords can be changed at any point.
5. Wave Café use the complimentary 40-minute Zoom platform and it is registered to Wave Café. As such, sessions last no longer than 40 minutes.
6. Hosts receive training in how to manage and administer the sessions, which is refreshed when required.
7. Hosts are aware that, when deemed necessary and in relation to issues such as data protection, safeguarding and inappropriate behaviour or language, they are able to use actions such as muting or removing a participant from a group Zoom session.
8. Any concerns should be reported immediately to Ben Sudell, director ([ben@wavecafe.org](mailto:ben@wavecafe.org)) and Sarah Carr, nominated trustee ([sarah@wavecafe.org](mailto:sarah@wavecafe.org)).