

ROYAL ACADEMY OF DANCE

Terms & Conditions Easter and Summer Events

1. Booking

- a) Bookings are made online via Cvent using a debit/credit card to generate a unique order number. Payment will be processed automatically at the time of registration. If payment fails, registration will not be completed and you will receive immediate notification.
- b) Automatic acknowledgement of a confirmed registration/booking will be sent to the email address entered for the 'buyer', Please keep this email to quote the unique order number if you need to contact the Learning and Participation Team. Further written confirmation of the 'participants' place will be sent following the specified closing date for an individual activity.
- c) You are advised not to book travel or accommodation until you have received final confirmation after the closing date. The RAD will not be liable to reimburse any accommodation or travel expenses incurred by the participant/parent/guardian in the event the activity is cancelled or the format/timings amended.
- d) Bookings are not transferable to another activity or participant.

2. Closing dates

- a) Closing dates will be published on the RAD website.
- b) Applicants are asked to apply early to ensure a place as each activity has a limited number of places. Where possible the number of remaining places will be visible at the time of registering.

3. Cancellation of an activity

- a) An activity may be cancelled by the RAD if it fails to attract a viable number of participants, in which case full refunds of the tuition fee will be made.
- b) If the activity is unable to go ahead due to a health epidemic, pandemic or infectious disease then we will aim to transfer the event online. Should this not be possible, a full refund for the tuition fee will be issued, unless the event has already started, in which case a partial refund for the tuition fee will be issued. All other costs associated with attending the course are the responsibility of the customer.

4. Withdrawals and refunds

4.1 Tuition fees

Participants who withdraw will have their tuition fees refunded, subject to the conditions below. Please note; *working days* as referenced below are defined under these terms and conditions as Monday – Friday.

- a) Withdrawal notification received **before the final closing date** will incur a 10% administration charge.
- b) Withdrawal notification received **on the final closing date and up to 16 working days prior** to the start of the activity will incur a 25% administration charge, unless a medical certificate for the student due to be attending the activity is produced. In this case a 10% administration charge will apply.
- c) Withdrawal notification received **15 working days prior** to the start of the activity and up to **6 working days prior** to the start of the activity will incur a 50% administration charge, unless a medical certificate for the student due to be attending the activity is produced. In this case a 10% administration charge will apply.
- d) Withdrawal notification received **5 working days prior** to the activity up until and including **the day before the activity begins** will receive a 75% administration charge unless a medical certificate for the student due to be attending the activity is produced. In this case a 10% administration charge will apply.
- e) **On the day the activity begins and any time after**, there will be no refunds for withdrawals. Reasons for withdrawals might include injury/illness, homesickness, personal or family reasons among other things.
- f) **If a participant is unable to attend due to COVID-19 restrictions, including a lockdown being imposed in their country/region/city of residence, travel restrictions being enforced, public transport strikes, quarantine restrictions being enforced or self-isolation of the participant, parent/carer or family member being required, clauses 4.1 a), b), c) and d) will apply.**
- g) If a discount has been given for two or more members of the same family to attend an activity, and if one sibling withdraws, the discount must be repaid for the remaining sibling.
- h) If a discount has been applied to a booking, and the booking is subsequently withdrawn, then clauses 4.1 a), b), c) and d) will apply to discounted cost paid.

4.2 Notice of withdrawal

Notification of withdrawal must be emailed to the Learning and Participation Team at participate@rad.org.uk, after which acknowledgement will be issued. Refunds will be based on the date of receipt of withdrawal notification. Date of receipt will be that on which the email is received by the team. The Learning and Participation Team takes no responsibility for non-receipt of email or postage notifications.

5. Insurance

Participants are advised to consider taking out insurance against withdrawal due to injury/illness, medical treatment or hospitalisation, or due to personal or family reasons which might prevent them completing the activity. Participants with an existing injury attend at their own risk.

6. Additional charges

Any charges incurred by the RAD on the behalf of a participant (e.g. for a lost card key, or in the event a taxi is required to visit a medical centre) will be passed on to the participant,

or if the participant is under 18 years old, the participant's parent/guardian, who will be liable to reimburse the full amount.

7. Waiver

- a.) Physical contact may be necessary by members of the teaching faculty. If you would like to discuss this matter please contact the Learning and Participation Team.
- b.) In the event of an injury or medical emergency during the activity, a qualified First Aider from Royal Academy of Dance will provide necessary treatment and assistance to the participant. If the participant is under 18 years old, parent/guardian will be notified of the incident. An accident report form will be completed, copies of which are held by the HR department. If you have any questions regarding this, please email participate@rad.org.uk.

8. Content

The RAD reserves the right to alter the advertised programme and faculty without prior notice. The information presented on Cvent, the RAD website and in other printed notices was correct at the time of publication.

9. Discounts

To qualify for discounts, the booking must be completed in one order made by a single buyer, before the closing date. Discounts cannot be used in conjunction with each other; only one discount will be applied to each booking.

9.1 Sibling discounts

- a) Two siblings: 10% off total cost of tuition fees; both siblings must be booked on to the same activity.
- b) Three or more siblings: 20% off total cost of tuition fees; all siblings must be booked on to the same activity.

Please contact the Learning and Participation by emailing participate@rad.org.uk to attain the sibling discount code before making a booking.

9.2 Group booking discount (applicable to Junior and Senior Summer School only)

Group Discount for groups of 10-15 students: a 10% discount will be applied to total cost of tuition fees for each group of 10-15 students applying for the same event. Limited group places are available, please email participate@rad.org.uk in the first instance.

10. Code of Conduct

All participants will receive a Code of Conduct as part of their final confirmation. Failure to observe the Code of Conduct may result in participants being asked to leave. The RAD reserves the right, at its discretion, to refuse admission to any participants prior to, or during the activity if the Code of Conduct is not adhered to. In this instance no refund will be given.

11. Eligibility

Participants must be of the age and level stated in the relevant activity information in order to participate on the chosen activity. The RAD reserves the right to refund applications which do not meet the age or level required. Any decision relating to groupings is at the discretion of the Learning and Participation Team. Please email participate@rad.org.uk if you have any questions.

12. Changes to the terms and conditions

The RAD reserves the right to change these terms and conditions.

13. Agreement to the terms and conditions

- a.) Customers (parents, guardians and students) are required to acknowledge their acceptance of the terms and conditions for each student enrolled by checking the relevant box during the online application in Cvent.
- b.) The terms and conditions must be accepted in order to attend an Easter/summer event with the RAD. Applications cannot be submitted until the acceptance box has been checked (see Clause 13a).

Data Protection Statement

The Learning and Participation Team hold information and contact details requested at the time of your booking that enable them to provide you with information relating to a participants registration for a workshop, course or competition. We will not disclose your information to a third party except where legally required to do so.

In addition our new Privacy Statement and Company Privacy Policy are available to view and download:

The Learning and Participation Privacy Statement is available to view online [here](#).

The full RAD Privacy statement is available to view online [here](#).

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