

ROYAL ACADEMY OF DANCE

Terms & Conditions

Workshops and Short Courses

1. Bookings

- 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 via email to the contact email address entered. Please keep this email to quote the unique order number if you need to contact the Learning and Participation Team.
- c) Further written confirmation and full details of the participants place will be sent prior to the activity commencing. You are advised not to book travel or accommodation until you have received final confirmation.
- d) Bookings are not transferable to another activity or participant.
- e) Applicants are asked to book early to ensure a place as each activity has a limited number of places.

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 they fail to attract a viable number of applicants. In such circumstances, full refunds will be made.
- b) If the activity is unable to go ahead due to the sickness of the dance artist, 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 voluntarily 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 up to **15 working days prior to the activity** will incur a 10% administration charge.
- b) Withdrawals **between 14 working days and up to 6 working days prior** to the activity will incur a 50% administration charge, unless a medical certificate is produced.
- c) 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.
- d) **On the day of the activity, or from when it 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.
- e) **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.**
- f) Applicants who withdraw due to injury or illness will have their tuition fees refunded less a 10% administration charge providing a medical certificate is produced.

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 or letter is received by the team. The Learning and Participation Team takes no responsibility for non-receipt of email or postage notifications.

5. Insurance

Applicants 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. Applicants with an existing injury attend at their own risk.

6. Waiver

- a) Physical contact may be necessary by members of the teaching faculty. If you would like to discuss this, 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. A 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.

7. Content

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

8. Eligibility

Specified age ranges are there as a guide. Any decision relating to age grouping is at the discretion of the Learning and Participation Team. Please email participate@rad.org.uk if you have any questions.

9. Code of Conduct

All participants will be sent a Code of Conduct with their confirmation details (please read these with students where possible). Failure to observe the Code of Conduct may result in participants being asked to leave. The RAD reserves the right to refuse admission to any participant prior to, or during the event. In this instance no refund will be given.

10. Changes to the terms and conditions

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

11. Agreement to the terms and conditions

- a) Customers (parents, guardians and students) are required to acknowledge their acceptance of the terms and conditions for all participants enrolled by checking the relevant box during the online application in Cvent.
- b) The terms and conditions must be accepted in order to attend a workshop or short course with the RAD. Applications cannot be submitted until the acceptance box has been checked (see Clause 12a).

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

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