



Student Activities Frequently Asked Questions

I have paid and have received an email confirming that my booking was successful. Can I book my travel and accommodation straight away?

The Eventbrite email confirms that your booking and payment was successful and serves as provisional confirmation of your place until the closing date for an activity. Please keep a copy so you can quote your unique order number if you need to contact the Student Activities Team. Once the closing date has passed, we will be able to confirm that the activity will go ahead and a final confirmation email with full details will be sent within 10 working days. Until this point, an activity is subject to cancellation if we don't receive a sufficient number of applications.

Therefore, we strongly advise that you **do not** book any travel or accommodation until the closing date has passed and you have received final confirmation that the activity will take place. Any travel or accommodation bookings made prior to this confirmation are made at your own risk, and the RAD will not refund you for any loss you experience in the unlikely event that the course does not run.

My Eventbrite ticket shows the times for the full day – is this correct?

No, unless you have applied as a Teacher to observe the student Comprehensive Syllabus Classes. Please refer to the specific timings for the grade/level or age group on the RAD website or Eventbrite page. The timing of the workshop will also be made clear in the final confirmation details. Generally, participants are expected to register no more than 20 minutes prior to the start time for an activity.

When will I receive full information regarding the course?

Following the closing date, final confirmation and full information will be sent out to all students. This will confirm what time to arrive, what to wear, and any other important in relation to the venue or activity. If you have any queries before this, please email courses@rad.org.uk.

My payment has been processed - does this mean that the activity will definitely go ahead?

Payment will be taken at the time of your booking, before a closing date and before we are able to give final confirmation to students. In the unlikely case that the course is cancelled, a full refund will be issued. If you need to withdraw your application, please refer to our terms and conditions for details of when and the percentage refund that applies.

What clothes should participants wear?

The final confirmation email will provide details of recommended dress. As a guide, students should wear their normal practise wear, to include a leotard (any colour) and appropriate footwear, such as ballet shoes, jazz shoes or white soled trainers. We do not expect that you buy anything new specifically for the workshop. Comfortable clothes in which students are able to move freely are recommended in the absence of a leotard.

Are students required to know the repertoire or production being studied?

Students are not required to have any previous knowledge of the repertoire or production that an activity may be based on. The teacher will provide an overview of the ballet or theatre production along with the main characters, before they discover a scene in detail. Song lyrics may be sent in advance of a musical theatre workshop, but participants are not expected to memorise lyrics.

The workshop says registrations are closed – can I still book? Is there availability?

If a registration period has ended a message will be displayed on the workshop Eventbrite page, please email courses@rad.org.uk to enquire about booking a last minute place. If the particular age group or type of ticket has 'sold out', please complete a free waiting list ticket and we will be in touch if a place should become available.

My son/daughter is 4, almost the minimum age for the workshop, can they attend?

Specified age ranges are there as a guide. Any decision relating to age grouping is at the discretion of the Student Activities Team and will be reviewed on a case by case basis. Please email courses@rad.org.uk if you have any questions.