

Summer Events Terms & Conditions (please keep for your reference)

1. Booking

- a) Bookings are made online via Eventbrite 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 Student Activities 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.
- d) Bookings are not transferable to another activity or participant.
- e) Gift certificate Terms and Conditions: RAD gift certificates are sent to the email address provided at the point of booking only. This certificate has no monetary value; it is not redeemable for any other RAD product or service and is valid for the booked activity only. This certificate acts as a gift receipt and is not considered confirmation of a service or product. A final confirmation email will be sent to the payment card holder after the closing date on 8 May 2018, and this acts as your ticket for the paid for event.

2. Cancellation of an activity

Activities may be cancelled by the RAD if they fail to attract a viable number of participants. In such circumstances, full refunds of both tuition and accommodation (where applicable) will be made.

3. Withdrawals and refunds

3.1 Tuition fees

Participants who withdraw will have their tuition fees refunded, subject to the conditions below:

- 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 11 working days prior** to the start of the activity will incur a 20% administration charge, unless a medical certificate is produced. In this case a 10% administration charge will apply.
- c) Withdrawal notification received **during the 10 working days prior** to the start of the activity will incur a 50% administration charge, unless a medical certificate is produced. In this case a 10% administration charge will apply.
- d) **Once the activity has begun**, there will be no refunds for withdrawals. Reasons for withdrawals might include injury/illness, homesickness, personal or family reasons among other things.
- e) Participants who have booked for more than one activity and subsequently decide to withdraw from one and attend the other will be treated as if they have booked each activity separately. The payer must repay the Multiple Booking Discount applied to the tuition fees and clauses 3.1 a), b) and c) will be applied.
- f) 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.
- g) In addition to the charges listed above, there will be an extra charge up to a maximum of £20 for any refunds made by bank transfer.

3.2 Accommodation refunds

- a) A 25% refund of the accommodation fee will be issued for withdrawals between 6 and 3 months prior to the start of the activity. No refunds will be made for withdrawals received less than 3 months prior to the start.

3.3 Notice of withdrawal

Notification of withdrawal must be emailed to the Student Activities Team at courses@rad.org.uk, or addressed to the Student Activities Team, RAD headquarters, 36 Battersea Square, London SW11 3RA, 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 Student Activities Team takes no responsibility for non-receipt of email or postage notifications.

4. 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.

5. Additional charges

Any charges incurred by the RAD on the behalf of a participant, e.g. for a lost card key, will be passed on to the participant's parent/guardian, who will be liable to reimburse the full amount.

6. Waiver

Physical contact may be necessary by members of the teaching faculty. If you would like to discuss this matter please contact Student Activities Team.

7. Content

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

8. Discounts (not applicable to Adult Summer Course)

To qualify for discounts, the booking must be completed in one order made by a single buyer, before the closing date. Discounts will be checked and verified by the Student Activities Team and the refund awarded in the week of the closing date. Discounts cannot be used in conjunction with each other; only one discount will be applied to each booking.

8.1 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.

8.2 Group discount

A 10% discount will be applied to the total cost of tuition fees for each group of 10 or more participants applying for the same event. Sibling discounts will not be applied if part of a group.

8.3 Multiple booking discount

A 10% discount will be applied to the total cost of tuition fees for any single participant booking for two or more summer events, except for tuition award winners.

9. Code of Conduct

All participants will receive a Code of Conduct as part of their final confirmation or will attend an induction at the beginning of the activity at which this will be explained to them. 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. In this instance no refund will be given.

10. 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 return applications which do not meet the age or level required. Any decision relating to groupings is at the discretion of the Student Activities Team. Please email courses@rad.org.uk if you have any questions.

10.1 London Summer Schools

London Summer Schools are open to participants aged between 8–18 years. Participants must be aged 9 years to apply for residential accommodation.

Data Protection Statement

The RAD holds contact details to enable it to provide customers and members with information on membership, programmes of study and courses, conferences, events and activities, and related products and resources. In providing us with your contact details you give us permission to contact you in relation to these. We will not disclose your information to any third party except where legally required to do so.

If you do not wish to receive any information about or from the RAD please tick here

We may, from time to time, send you targeted communications about other carefully selected third party services which we think may be of interest to you. If you do not wish to receive such information from the RAD, please tick here

The RAD full data protection statement is available at <https://www.rad.org.uk/policies>.

The RAD Privacy Statement is available at <http://www.rad.org.uk/cookies-and-privacy>.

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