

# ROYAL ACADEMY OF DANCE

## Terms & Conditions

### Private Lessons

#### 1. Bookings

- a) Bookings are made by submitting the 'Private Lesson Request Form' by email to [participate@rad.org.uk](mailto:participate@rad.org.uk) and liaising with the Learning and Participation Team.
- b) Written confirmation of the lesson will be sent by email with an invoice once the lesson/series of lessons are confirmed.
- c) Private Lesson bookings are not transferable to another activity or participant.

#### 2. Payment

- a) Invoices must be settled 24 hours in advance of the first booking date; or if on a Sunday 48 hours in advance.
- b) Failure to pay in advance can mean the booking will be cancelled and being made available to other customers.
- c) Payment can be made:

##### By bank transfer to:

##### HSBC Bank Plc

31 Holborn Circus

Sort Code: 401158

Account Number: 90055948

SWIFT code: HBUKGB4194P

IBAN: GB48HBUK40115890055948

Account Name: Royal Academy of Dance

Bank transfers should in all instances reference the **PL/Invoice No** which can be found on the top right-hand side of the invoice. Copies of transfer documents **MUST** be provided at least 24 hours in advance of the first booking date; or if on a Sunday 48 hours in advance. Failure to do so may result in the payment being unidentified, the account not reconciled and the booking cancelled in accordance with Clauses 2a and 2b.

**By telephone:** +44 (0)20 7326 8926 or +44 (0)20 7326 8976 for credit /debit card transactions.

- d) All payments must be made in accordance with Clause 2a above. The Academy will not accept any liability for cash or cheques left at Reception, or given to the person providing the tuition or any other persons not authorised to receive money.

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## 3. Cancellation of a lesson

- a) 24 hours' notice must be given for cancellations otherwise the full fee for the scheduled lesson will be due.
- b) If a booking is cancelled due to the sickness of the customer, a health epidemic or any other seen or unforeseen event, the RAD will either reschedule the booking or offer a refund. Rescheduled bookings may be on a different day or a different time or both from when the booking was originally scheduled.

### 3.1 Notice of cancellation

Notification of your cancellation must be emailed to the Learning and Participation department at [participate@rad.org.uk](mailto:participate@rad.org.uk) (Mon-Fri), after which acknowledgement will be issued. For an urgent weekend cancellation (Sat & Sun) please call 020 7326 8000 to leave a message for the Learning and Participation department. Refunds will be based on the date of receipt of cancellation 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 notifications.

## 4. 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.

## 5. 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 department.
- 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](mailto:participate@rad.org.uk).

## 6. Changes to the terms and conditions

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

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## 7. 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 in the private lesson request form.
- b) The terms and conditions must be accepted in order to attend a private lesson with the RAD. Request forms cannot be submitted until the acceptance box has been checked (see Clause 7a).

## 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 participant's registration for a private lesson. We will not disclose your information to a third party except where legally required to do so.

Our Privacy Statement and Company Privacy Policy are available to view online [here](#).

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