

ROYAL ACADEMY OF DANCE

Members' Conference

TERMS & CONDITIONS

Fees

1. All fees are inclusive of VAT (where applicable) and are published on the Royal Academy of Dance (RAD) website
2. A minimum of 50% of the ticket fee is required to hold your ticket. The RAD must receive full payment for tickets before 8th July. Failure to do so will result in your ticket being cancelled with no refund of any payment made.

Closing Dates

3. Registration for the Musical Theatre Introductory Training (CPD) course will close on Tuesday 21st July 2026. Registration for London Members' Conference tickets will close at the beginning of Friday 24th July 2026 and sign-ups for available sessions will remain open until the start of the session.
4. Registration for online conference tickets and available session recordings will be accessible for 3 months after the conference.
5. In-person participants are asked to apply early to ensure a place as each activity has a limited number of places.

General Terms and Conditions

6. All applications and payments will be processed in order of receipt.
7. Correspondence will be sent primarily via email, if the email address is incorrect the RAD nor Cvent cannot be held responsible for missed or misdirected email communications.
8. The sessions at Members' Conference are aimed at dance teachers but are available to RAD members and any registered guests.
9. Order confirmation will be sent to you via Cvent and this confirms receipt of your booking and place on the activity.
10. Final participant information will be emailed within 5 working days of the start date of the ticket date(s).
11. If Members' Conference/Musical Theatre Introductory Training (CPD) course information is not received via email, it is the responsibility of the individual who completed the booking to contact the conference@rad.org.uk to arrange for the information to be reissued;

participants must contact the conference@rad.org.uk within 48 hours prior to the start date of their ticket.

12. It is the responsibility of the participant to ensure they have the necessary equipment and resources to take part in an online activity.
13. For live and on-demand online activities, participants must watch all of the session in order to gain the Time-Valued CPD hours.
14. Participants must conduct themselves in a professional manner during Members' Conference activities, in accordance with the Code of Conduct for members and Code of Professional Practice for teachers registered with the RAD:
<https://www.royalacademyofdance.org/about-therad/policies-procedures-and-regulations/>
15. The RAD does not provide receipts. Participants can retain a copy of their Cvent transaction confirmation and match it with their credit card slip / bank statement as evidence for their accountants.
16. The RAD reserves the right to amend these Terms and Conditions without prior notice.
17. Any CPD value accrued cannot be transferred between participants.
18. The RAD reserves the right to make alterations to the advertised arrangements without prior notice and without being obliged to offer a refund. The information in printed or electronic brochures/notices is correct at the time of print or going online.
19. Members' Conference and Musical Theatre Introductory Training (CPD) course attendees are advised to book refundable travel and accommodation. The RAD will not accept liability for travel, accommodation or any other expenses incurred by attendees.

Insurance

20. 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.

Withdrawals, Transfers and Refunds

21. Bookings are non-transferable.
22. Participants who withdraw voluntarily from Members' Conference or the Musical Theatre CPD course will have their activity fees refunded, as follows:
 - a. withdrawals before 24th May 2026 will receive a 90% refund

- b. withdrawals between 24th May and 7th July 2026 will receive a 50% refund
 - c. there will be no refund for withdrawals made on or from 8th July 2026
- 23. Participants who have to withdraw from the Musical Theatre Introductory Training (CPD) course due to injury or illness before the activity starts, will receive a 90% refund, subject to the receipt of medical evidence.
- 24. All requests for withdrawals and/or cancellation must be sent in writing to conference@rad.org.uk. Refunds will be based on the date of receipt of withdrawal notification. Date of receipt will be the date on which the email or letter is received by conference@rad.org.uk. The RAD do not take responsibility for non-receipt of emails or posted notifications.
- 25. The RAD do not take responsibility for non-receipt of activity information emails. A refund will not be issued if we have evidence that the information was sent to you and received.
- 26. For live online activities, including webinars and live stream activities:
 - a. If participants experience technical difficulties, the RAD will not be able to provide participants with a refund.
 - b. We strive to deliver the best possible experience during online sessions, however, streaming quality may be affected by factors beyond our control, including internet speed, device performance, or technical issues. By booking onto an online activity, you acknowledge and accept that occasional disruptions may occur.

Cancellations

- 27. The RAD reserves the right to cancel the scheduled activity without prior notice. Where possible the RAD will endeavour to inform participants of the cancellation five days prior to the activity start date, however, in certain circumstances this may not be possible. In this case activity fees will be reimbursed in full. If you have registered for the Musical Theatre Introductory Training (CPD) course, you may be given the option for your place on the course to be transferred to a rescheduled date. The RAD does not accept any consequential loss and will not have any liability to reimburse any other costs that may have been incurred such as travel and accommodation.

Force Majeure

28. The RAD shall not be liable to refund fees or any other penalty should activities be cancelled due to any cause whatsoever beyond their control.

Certificates

29. Please note it is not possible to issue a certificate if there is an outstanding balance due to the RAD.
30. Certificates are sent by email from cpd@rad.org.uk
31. Participants who do not have an email address will be sent a paper copy by post.
32. If participants arrive late or leave an activity early, their CPD hours will be reduced accordingly.
33. The RAD reserves the right to reduce CPD hours for participants who do not actively participate in an activity.

Flash Sale and Limited-Time Discount Codes

34. RAD retains the right to offer Flash sale and limited-time discount codes, which are only available on the published dates and cannot be applied retrospectively.

Content

The RAD reserves the right to alter the advertised programme and/or tutor 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.

Data Protection Statement

The Royal Academy of Dance 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 an activity. We will not disclose your information to a third party except where legally required to do so.

In addition, our [CPD Privacy Statement](#) and [RAD Privacy Policy](#) are available to view and download.

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