

## Refund Policy Updated July 2018

Patrons: Carlos Acosta CBE, David Bintley CBE, Sir Matthew Bourne OBE, Deborah Bull CBE, Dame Darcey Bussell DBE, Jayne Cadbury MBE, Lauren Cuthbertson, Antony Dowson FRAD, Stephen Jefferies, Janet Kinson FISTD, Joanna Lumley OBE, Dame Monica Mason DBE, Anna Meadmore, Angela Mortimer, Samira Saidi, Dame Antoinette Sibley DBE, Wayne Sleep OBE, Sir Peter Wright CBE

Registered Charity No. 1000932  
Registered in England NO 2557811 whose registered office is at:  
Betchworth House, 57-65 Station Road, Redhill, Surrey RH1 1DL

## **Refund Policy**

The following refund policy covers all activities organised by National Youth Ballet (“NYB”) including, but not limited to: the Residential Programme, Auditions, Workshops, Masterclasses, School Workshops and Choreographic Competitions. This policy covers activities where payment has been made directly to the NYB by any method including, but not limited to: bank transfer, PayPal, cheque, credit/debit card and cash.

### **NYB Residential Programme**

- All deposits paid for the Residential Programme are non-refundable.
- In the event of a withdrawal from the Residential Company after the signing of the Company Member’s contract and deposit having been received, NYB reserve the right to charge the full fee should it be unable to reallocate the place to another dancer.
- In the event of a withdrawal after the signing of the Company Member’s Contract and deposit and final payment having been received, no refund is given.

### **Other NYB Activities**

- In the event of a withdrawal from any other NYB activity including, but not limited to: Auditions, Workshops, Masterclasses and Choreographic Competitions there are no refunds given.

### **NYB Changes or Cancellations**

Whilst every effort is made to avoid changes to our programme of events, the NYB reserve the right to cancel or amend any activity. If for any reason NYB cancels or makes significant changes to any activity a full refund will be given. We cannot however reimburse pre-booked travel or accommodation arrangements and suggest that you might like to consider travel insurance to cover any significant costs incurred.

Any refunds given will be paid by bank transfer from the NYB bank account. The individual receiving the refund is responsible for providing correct bank details.

This policy was written by Katie Donnelly, Operations Administrator  
**2 July 2018**

Adopted by and on behalf of National Youth Ballet

Mikah Smillie  
Artistic Director  
Signature and Date

Member of the Board of Trustees  
Signature and Date

Review Date 31 January 2019