

## **Refund Policy**

**July 2021**

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<b>Approved by</b>	
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## **Refund Policy**

### **1. Introduction**

The following refund policy covers all activities organised by National Youth Ballet including, but not limited to: the Residential Performance Company, Dancers Development Experience, auditions, workshops, master classes, school workshops, purchasing uniforms and choreographic competitions. This policy covers activities where payment has been made directly to the National Youth Ballet by any method including, but not limited to, bank transfer, PayPal, cheque, credit/debit card and cash.

### **2. Deposits**

All deposits paid are non-refundable.

### **3. Residential Performance Company**

- a. In the event of a withdrawal from the Residential Performance Company after the signing of the Company Member's contract and deposit having been received, National Youth Ballet reserves the right to charge the full fee should it be unable to reallocate the place to another dancer.
- b. 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 will be given.

### **4. Other National Youth Ballet Activities**

In the event of a withdrawal from any other National Youth Ballet activity including, but not limited to, auditions, workshops, masterclasses and choreographic competitions, no refunds will be given.

### **5. Uniforms**

Once a uniform has been ordered and paid for, no refund will be issued.

### **6. Changes or Cancellations by National Youth Ballet**

Whilst every effort is made to avoid changes to our programme of events, National Youth Ballet reserves the right to cancel or amend any activity. If for any reason National Youth Ballet cancels or makes significant changes to any activity, a full refund will be given. We cannot however reimburse pre-booked travel or accommodation arrangements. Travel insurance should be purchased to cover such costs.

### **7. Refunds**

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

<b>NYB Values</b>	
Safe	We champion healthy and sustainable practice.
Nurturing	We contribute to a mutually positive and nurturing experience.
Respectful	We are respectful of each other, and show this in our interactions with everyone; both online and in person.
Inclusive	We value diversity and proactively seek to create an inclusive environment for all stakeholders.
Communal	We are a community and we grow from our shared experience.
Creativity and Artistry	At our core we are creative and collaborate in our creative process.
Challenging	We challenge perceptions about what ballet is and conventions about who ballet is for.
Quality	We work hard to create high quality educational and dance experiences.