

Refund Policy

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Refund Policy

Introduction

The following refund policy covers all activities organised by National Youth Ballet including, but not limited to: the Residential Performance Company (RPC), Dancers Development Experience (DDE), Beyond Ballet®, 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.

1. Deposits

All deposits paid are non-refundable.

2. Residential Performance Company

- a. Participants in the RPC are required to confirm attendance via email. In the event of a withdrawal from the Residential Performance Company after a confirmation email and deposit have both been received by NYB, 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 confirmation email, the deposit and the final payment have all been received from the Company Member, no refund will be given.

3. Other National Youth Ballet Activities including Dancers' Development Experience

In the event of a withdrawal from any other National Youth Ballet activity including, but not limited to, Dancers' Development Experience, Beyond Ballet®, auditions, workshops, masterclasses and Choreographic Competitions, no refunds will be given.

4. Uniforms

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

5. 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.

6. 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.

NYB Values	
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.
Sustainable	We acknowledge that there is a climate emergency. We are action-oriented and committed to using our influence, resources and skills to be a positive force for change.
Exceptional	We work hard to create high quality educational and dance experiences.