

Refund Policy

July 2024

Author/ Checked	CFL
Date	July 2024
Approved by	BP
Issue Date	May 2024

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), Residential Performance Company Intensive (RPCi), Dancers Development Experience (DDE), All In!, Beyond Ballet®, auditions, workshops, master classes, school workshops, purchasing merchandise/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 / Residential Performance Company Intensive

- a. Participants in the RPC are required to confirm attendance via email. In the event of a withdrawal from the Residential Performance Company / Residential Performance Company Intensive 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

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

4. Merchandise / Uniforms

Once merchandise / 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. Depending on the circumstances, NYB may offer a full or partial refund if the cancellation or significant change occurs after the place on the activity has been offered, accepted **and** deposits and/or fees have been paid. This is at the sole discretion of the CEO. 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 or via Ticket Tailor (dependent upon the initial method of payment). In the case of bank transfers, the individual receiving the refund is responsible for providing correct bank details. NYB reserves the right to withhold an administration fee to cover the costs of any refund. The amount of the fee is at the sole discretion of the CEO and will be clearly communicated on a case by case basis.

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.