

Refund Policy

February 2026

Author/ Checked :	CFL
Date	February 2026
Approved by	BP
Issue Date	26/02/26
Next Review Date	February 2027

1. Introduction

The following refund policy covers all activities organised by National Youth Ballet (“NYB”, “we”) including, but not limited to: the Residential Performance Company (RPC), Residential Performance Company Intensive (RPCi), Dancers Development Experience (DDE), NYB All In!, Beyond Ballet®, auditions, workshops, master classes, Youth Zone workshops, school workshops, purchasing merchandise/uniforms and Choreographic Challenge. 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. **Residential and non-residential attendees:** Participants in the RPC, including those who will be non-residential, are required to make payment of the deposit via Ticket Tailor and to complete the relevant google form in order to confirm attendance.
- b. **RPC withdrawal after deposit payment:** In the event of a withdrawal from the RPC after attendance has been confirmed, and a deposit has been received by NYB, we will make best endeavours to reallocate the place to another dancer on the waiting list. NYB reserves the right to charge the full fee should we be unable to reallocate the place to another dancer. Please note that the **deposit is non-refundable** as it is used to cover administration costs.
- c. **RPC withdrawal after first stage payment:** In the event of a withdrawal from the RPC after attendance is confirmed and a 1st stage payment is received by NYB, we will make best endeavours to

reallocate the place to another dancer on the waiting list. We reserve the right to charge the full fee should we be unable to reallocate the place to another dancer. In the event that NYB is able to reallocate the place to another dancer, we will refund the 1st stage payment, but please note that **the deposit is non-refundable** as it is used to cover administration costs.

- d. **RPC withdrawal after all payments have been made:** In the event of a withdrawal from the RPC after attendance is confirmed and the deposit and the final payments have all been received by NYB, **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, RPCi (non residential), Dancers' Development Experience, All In!, Beyond Ballet®, auditions, Youth Zone workshops, regional workshops, masterclasses and Choreographic Challenge, no refunds will be given.

5. **Merchandise / Uniforms**

Once merchandise / 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. 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.

7. Refunds

In most instances, refunds will be paid via the Ticket Tailor platform if this was the initial method of purchase. In all other circumstances, refunds will be made by bank transfer from the National Youth Ballet bank account. The individual receiving the refund is responsible for providing correct bank details.

NYB Values	
DIVERSE	We make ballet accessible to young people from all backgrounds and levels of experience.
AMBITIOUS	We present bold new works and push the boundaries of performance and production.
NURTURING	We prioritise the wellbeing and creativity of every dancer, building kind communities where they can be their authentic selves.
CHALLENGING	We reframe how ballet is created, taught, and experienced, inspiring a more accessible art form.
ETHICAL	We seize every opportunity to champion fairness, equity and the environment to make a positive impact.