

ROYAL ACADEMY OF DANCE

Continuing Professional Development

TERMS & CONDITIONS

Fees

1. All fees are inclusive of VAT (where applicable) and are published on the Royal Academy of Dance (RAD) website

Closing Dates

2. Closing dates are one calendar month prior to the start of the activity. This is when the CPD department will review bookings to assess whether an activity can go ahead.
3. Participants are asked to apply early to ensure a place as each activity has a limited number of places.

General Terms and Conditions

4. All applications and payments will be processed in order of receipt.
5. Correspondence will be sent primarily via email, if the email address is incorrect the RAD cannot be held responsible for missed or misdirected email communications.
6. CPD activities are designed for teachers (either non-members or members) and usually participants will have some teaching experience.
7. Order confirmation will be sent to you via Cvent and this confirms receipt of your booking and place on the activity.
8. Final participant information is usually emailed within 5 working days of the start date of the activity.
9. If activity information is not received, it is the responsibility of the individual who completed the booking to contact the CPD department to arrange for the information to be reissued; participants must contact the CPD department within 48 hours prior to the start date of the activity: cpd@rad.org.uk. The CPD department may not be able to reply to emails received outside this timeframe.
10. It is the responsibility of the participant to ensure they have the necessary equipment and resources to take part in an online activity.
11. For live online activities, participants must have their camera on and participate fully. If a participant needs to have their camera turned off, they must email the CPD department within 48 hours prior to the start date of the activity: cpd@rad.org.uk

12. Participants must conduct themselves in a professional manner during CPD activities, in accordance with the Code of Conduct for members and Code of Professional Practice for teachers registered with the RAD: <https://www.royalacademyofdance.org/about-the-rad/policies-procedures-and-regulations/>
13. The RAD does not provide receipts. Participants can retain a copy of their Cvent transaction confirmation and match it with their credit card slip / bank statement as evidence for their accountants.
14. The RAD reserves the right to amend these Terms and Conditions without prior notice.
15. Any CPD value accrued cannot be transferred between participants.
16. The RAD reserves the right to make alterations to the advertised arrangements without prior notice and without being obliged to offer a refund. The information in printed or electronic brochures/notices is correct at the time of print or going online.
17. Participants are strongly advised not to book travel or accommodation until receipt of final participant confirmation that the activity is taking place, usually 5 working days prior to the activity start date. The RAD will not accept liability for travel, accommodation or any other expenses incurred by participants.

Insurance

18. Participants are advised to consider taking out insurance against withdrawal due to injury/illness, medical treatment, or hospitalisation, or due to personal or family reasons which might prevent them completing the activity. Participants with an existing injury attend at their own risk.

Withdrawals, Transfers and Refunds

19. Bookings are non-transferable. In exceptional circumstances where a transfer is agreed the participant may incur a transfer fee equivalent to 10% of the activity fee.
20. Participants who withdraw voluntarily will have their activity fees refunded, as follows:
 - a. withdrawals before the final closing date will receive a 90% refund
 - b. withdrawals between the final closing date and six (6) working days prior to the activity will receive a 50% refund
 - c. there will be no refund for withdrawals made five (5) or fewer working days prior to the start of the activity.
21. Participants who have to withdraw due to injury or illness, either before or after the closing date but before the activity starts, will receive a 90% refund, subject to the receipt of medical evidence.

22. All requests for withdrawals and/or cancellation must be sent in writing to cpd@rad.org.uk Refunds will be based on the date of receipt of withdrawal notification. Date of receipt will be the date on which the email or letter is received by the CPD department. The RAD do not take responsibility for non-receipt of emails or posted notifications.
23. The RAD do not take responsibility for non-receipt of activity information emails. A refund will not be issued if we have evidence that the information was sent to you and received.
24. For live online activities, including webinars and live stream activities:
- if the RAD experiences technical difficulties and live activities are unable to go ahead, the CPD department will rearrange the activity.
 - if participants experience technical difficulties, the CPD department will not be able to provide participants with a refund. In some instances, there may be a suitable alternative available, please contact cpd@rad.org.uk.
 - We strive to deliver the best possible experience during online sessions, however, streaming quality may be affected by factors beyond our control, including internet speed, device performance, or technical issues. By booking onto an online activity, you acknowledge and accept that occasional disruptions may occur.

Cancellations

25. The RAD reserves the right to cancel the scheduled activity without prior notice. Where possible the RAD will endeavour to inform participants of the cancellation five days prior to the activity start date, however, in certain circumstances this may not be possible. In this case activity fees will be reimbursed in full or payment transferred to another CPD activity. The RAD do not accept any consequential loss and will not have any liability to reimburse any other costs that may have been incurred such as travel and accommodation.

Force Majeure

26. The RAD shall not be liable to refund fees or any other penalty should activities be cancelled due to any cause whatsoever beyond their control.

Certificates

27. Please note it is not possible to issue a certificate if there is an outstanding balance due to the RAD.
28. Certificates are sent by email from cpd@rad.org.uk

- 29. Participants who do not have an email address will be sent a paper copy by post.
- 30. If participants arrive late or leave an activity early, their CPD hours will be reduced accordingly.
- 31. The RAD reserves the right to reduce CPD hours for participants who do not actively participate in an activity.

Flash Sale and Early Bird Fees

- 32. Flash sale and early bird fees cannot be applied retrospectively.
- 33. The advertised fee is only available on the published dates.

Content

The RAD reserves the right to alter the advertised programme and/or tutor without prior notice. The information presented on Cvent, the RAD website and in other printed or electronic notices is correct at the time of publication.

Data Protection Statement

The CPD Department hold information and contact details requested at the time of your booking that enable them to provide you with information relating to a participants registration for an activity. We will not disclose your information to a third party except where legally required to do so.

In addition our Privacy Statement and Company Privacy Policy are available to view and download:

The CPD Privacy Statement is available to [view online here](#). The full RAD Privacy Statement is available to [view online here](#).

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