

ROYAL ACADEMY OF DANCE

Terms & Conditions

Private Lessons and Personalised Programmes

1. Bookings

- a) Bookings are made by submitting an online request form for either a Private Lesson (1-1 coaching) or Personalised Programme (for a group of participants, requiring 1 or more workshops, on a date/over a period of dates) and liaising with the Artistic Team.
- b) Written confirmation will be sent by email with an invoice once the lesson/series of lessons, or Personalised Programme is confirmed.
- c) Private Lessons and Personalised Programme bookings are not transferable to another activity or participant.

Private Lesson/s

- d) Booking requests must be submitted a minimum of **2 weeks prior** to the desired of the private lesson.

Personalised Programme

- e) Booking requests must be submitted ideally **2 months prior** to the dates required for a personalised programme.

2. Payment

- a) Failure to pay in advance can mean the booking will be cancelled and being made available to other customers.

Private Lesson/s

- b) Invoices must be settled 24 hours in advance of the first booking date; or if on a Sunday 48 hours in advance.

Personalised Programme

- c) A 20% non-refundable deposit is required to confirm the booking.
- d) The remaining invoice will need to be settled by a second instalment due the 2 weeks prior to the commencement of the programme.

Payment can be made:

By bank transfer to:

Account Name: Royal Academy of Dance
HSBC Bank Plc, 31 Holborn Circus
Sort Code: 401158
Account Number: 90055948
SWIFT code: HBUKGB4194P
IBAN: GB48HBUK40115890055948

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Bank transfers should in all instances reference the **PL/Invoice number or PP/Invoice number** which can be found on the top right-hand side of the invoice. Copies of transfer documents **MUST** be provided and failure to do so may result in the payment being unidentified, the account not reconciled and the booking cancelled in accordance with Clauses 2a, 2b and 2c.

By telephone: +44 (0)20 7326 8926 or +44 (0)20 7326 8976 for credit /debit card transactions.

- e) All payments must be made in accordance with Clause 2a, 2b and 2c above. The Academy will not accept any liability for cash or cheques left at Reception, or given to the person providing the tuition or any other persons not authorised to receive money.

3. Cancellation of a lesson

- a) If a booking is cancelled due to the sickness of the customer, a health epidemic or any other seen or unforeseen event, the RAD will either reschedule the booking or offer a refund. Rescheduled bookings may be on a different day or a different time or both from when the booking was originally scheduled.

Private Lesson/s

- b) 24 hours' notice must be given for cancellations otherwise the full fee for the scheduled lesson will be due.

Personalised Programme

- c) 1 weeks' notice must be given for cancellations otherwise there will be no refund of the second instalment. The deposit is non-refundable.

3.1 Notice of cancellation

Notification of your cancellation must be emailed to the Learning and Participation department at participate@rad.org.uk (Mon-Fri), after which acknowledgement will be issued. For an urgent weekend cancellation (Sat & Sun) please call 020 7326 8000 to leave a message for the Artistic department. Refunds will be based on the date of receipt of cancellation notification. Date of receipt will be that on which the email is received by the team. The Artistic Team takes no responsibility for non-receipt of email notifications.

4. Insurance

Applicants 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. Applicants with an existing injury attend at their own risk.

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5. Waiver

- a) Physical contact may be necessary by members of the teaching faculty. If you would like to discuss this, please contact the Learning and Participation department.
- b) In the event of an injury or medical emergency during the activity, a qualified First Aider from Royal Academy of Dance will provide necessary treatment and assistance to the participant. A parent/guardian will be notified of the incident. An accident report form will be completed, copies of which are held by the HR department. If you have any questions regarding this, please email participate@rad.org.uk.

6. Changes to the terms and conditions

The RAD reserves the right to change these terms and conditions.

7. Agreement to the terms and conditions

- a) Customers (parents, guardians and students) are required to acknowledge their acceptance of the terms and conditions for each student enrolled by checking the relevant box in the private lesson request form.
- b) The terms and conditions must be accepted in order to attend a private lesson with the RAD. Request forms cannot be submitted until the acceptance box has been checked (see Clause 7a).

Data Protection Statement

The Learning and Participation Team hold information and contact details requested at the time of your booking that enable them to provide you with information relating to a participant's registration for a private lesson. We will not disclose your information to a third party except where legally required to do so.

Our Privacy Statement and Company Privacy Policy are available to view online [here](#).

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