

# ROYAL ACADEMY OF DANCE

## FREQUENTLY ASKED QUESTIONS

### Application Process Questions

#### Do I need to audition for an RAD Easter or summer course?

All courses are booked on a first-come, first served basis, before the closing date. There is no audition or selection process, and if participants meet the eligibility criteria (age or level of dance) a place will be confirmed.

Following the closing date, we'll review the registration information provided, to make sure participants are placed in the right group (where applicable).

#### Do you accept childcare vouchers?

No, we do not accept childcare vouchers.

#### Are there any discounts available?

Yes, a **sibling discount** is offered for Easter and summer activities:

- For **two** siblings, we offer a 10% discount off the total cost of tuition fees
- For **three** or more siblings, we offer a 20% discount off the total cost of tuition fees

On select activities we offer a **group discount**:

- Applicable to groups of 10-15 students, a 10% discount will be applied to the total cost of tuition fees for students applying for the same event. Limited group places are available.

Please email [participate@rad.org.uk](mailto:participate@rad.org.uk) if you'd like to take advantage of one of the above discounts to your booking.

**Member and non-member fees** are applicable for the Junior Summer School, Senior Summer School, Intensive Syllabus Course (Vocational Graded) Adult and Silver Swan courses.

- RAD Members should enter their RAD ID when prompted during registration to receive the discount.

Discounts cannot be combined and only one discount option is allowed per booking.

**I have completed the online registration and payment for a course or workshop, do I have a guaranteed place, and can I make my travel arrangements?**

Cvent will confirm that your booking and payment have been received successfully. The booking reference can then be used when contacting the team to track any changes. Once the closing date has passed and we know the final number of participants enrolled on a course or workshop, we will be able to confirm that the activity will go ahead. We will update you within two days of the closing date. Until this point, an activity is subject to cancellation if we don't receive enough applications.

Following the course confirmation, we'll email you with detailed information within 15 working days of the closing date.

**What is your cancellation policy?**

For withdrawal notice received before the closing date, a refund will be applied including a 15% administration charge. No refund will be made after the closing date.

**When will I receive full course information?**

Following the closing date, final confirmation and full information will be sent out on the condition that payment has been processed in full. The information will include information on:

- registration,
- travel,
- timetable,
- suggested dress/uniform,
- emergency contact details,
- repertoire details, and
- sharing/performances.

My payment has been processed; does this mean that the course will definitely go ahead?

Due to the high number of applications that we receive, our online booking service Cvent will process payment upon receipt of each of them. Therefore, payment will be taken before the closing date of the course and before we are able to give final confirmation to students.

In the unlikely case that we have to cancel a course, a full refund will be issued.

**Do you have an early drop off/late pick up facility?**

We only offer an 'early bird club' for participants joining the Junior Summer School. This option can be selected during the registration process.

## General Welfare Questions

### **What happens if my child/a participant has an accident?**

We have fully qualified first aid staff onsite at all times to treat any minor injuries. As per our health and safety policy, a report form will then be completed and this will be shared to read and sign before going on file. If a participant sustains an injury, or is feeling unwell, we will immediately get in touch with their emergency contact.

### **What is the procedure for children needing to visit the toilet during a session?**

They will be accompanied by another child and the assistant – no child is ever left to go to the toilet alone.

### **What is the procedure for participants with specific medical issues?**

When booking, you will be asked if there are any medical conditions we need to know about such as allergies, diabetes, asthma, epilepsy, etc. The more you tell us, the better the care we can provide.

If your child needs to take any medication during the day, please ensure that this is given to the assistant for safekeeping.

For adult learners we ask that you bring medical equipment into the studio to be kept within easy reach. In the case of a child carrying an Epi-Pen, this must be labelled with the child's name and within easy reach within their bag. The assistant must also be made aware of this on the first day.

### **Can my child walk home on their own?**

We would prefer ALL children aged 17 and under, to be collected. If you want your child to make their own way home, this would only be agreed in exceptional circumstances, dependent on their age, and with written permission.

### **What is the procedure for somebody else collecting my child?**

You must let us know of any arrangement by completing a permission form, notifying us the day(s) of the course that this applies. We must have the full name, contact number, and relationship of the named guardian.

### **Do you have a policy on safeguarding children?**

Yes, this policy is followed by all staff and is reviewed annually. We have a dedicated Safeguarding Manager who can help on **+44 (0)20 7326 8014** or **+44 (0)7552 613529**, and via email at [safeguarding@rad.org.uk](mailto:safeguarding@rad.org.uk).

If you would like to see our safeguarding policy, or any of our policies, these are available on our website: [Policies, Procedures, and Regulations - Royal Academy of Dance](#)

## Course Content Questions

### **How many participants will there be in a class?**

There will be approximately 16-25 participants in each class/group.

### **Is lunch provided?**

Lunch is not provided for our Easter and summer courses, we recommend participants bring a packed lunch with them each day and water fountains are located around the building to refill drink containers.

Nearby there is a Co-Op Local and a coffee shop. Please note that the onsite café is run by Academy Pantry and waiting times can vary.

### **What clothes should the students wear?**

Suggested dress information is sent after the closing date, and before the start of each course. We do not have any specific requirements on brand or colour, and suggest participants wear their usual practise wear for ballet and comfortable clothing in which they can move freely for all other dance styles.

### **Can you watch the classes?**

We do not offer viewing of classes throughout our courses and workshops. However, on the final day for some of our activities, family and friends are invited to watch a relaxed sharing and short demonstration of some of the work studied. Please see further details on the individual course/workshop webpage.

We place an emphasis on the learning that takes place to enhance, knowledge, understanding, skills, and confidence.

### **My English language level is basic. Is the course suitable?**

Our courses attract a lot of international participants, many of whom speak a basic level of English. We ask that you identify the participants level of fluency during registration so that we can share this with faculty and assistants prior to each course.

### **What qualifications do the faculty hold?**

All our professional dance artists are fully qualified to teach, with many years of experience in their specialised dance style. They also attend regular, compulsory, CPD training throughout the year. All our staff have an enhanced DBS check, and the team carry first aid, child protection and safeguarding certificates.

## **What happens if I am not happy with the service provided, or with a teacher?**

Please contact us at [participate@rad.org.uk](mailto:participate@rad.org.uk) in the first instance or speak to member of the team at registration. We always listen to feedback, investigate fully, and take appropriate action. We will keep you fully informed of our findings and advise you what the course of action will be.

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## **Facilities**

### **Is there onsite parking?**

There are no parking facilities available at the RAD though the Travelodge next door has paid parking. The key drop-off point for vehicles is York Place, by the RAD's North Entrance.

### **Where do I register/drop off my child each day?**

The drop-off point for each activity will be at the main entrance on York Road, or at our north entrance on York Place. This will be confirmed in writing after the closing date for the course/workshop. As we have lots of activities taking place, and participants arriving simultaneously, we will allocate you a registration space to help the flow of people entering the building.

Please see our accessibility guide, and information on the main and north entrances.

### **Do you have changing rooms?**

We have facilities available for all participants, with changing cubicles, showers and toilets in all changing spaces. We also have accessible toilets and showers available.

### **Will I be able to visit the RAD shop?**

Yes, the opening hours will be included in your final confirmation email. You can also browse the products, opening hours, and book a ballet shoe fitting online ahead of your visit. Please head to our website for further details: [Royal Academy of Dance Enterprises Ltd.](https://www.rad.org.uk)

### **Is there a waiting area for parents/families?**

We have lots of benches in the main foyer area and an onsite café where you are welcome to wait. We have Wifi throughout the building that you can connect to **Account: RAD\_Guest, Password: radguest** (all lowercase).

If you arrive early for registration, we welcome you to wait with your child in any of the seated areas.

### **What happens to lost items?**

We have a lost property box for any items left in studios at the end of the day. Items will be collected by the assistants and facilities team.

Please speak to a member of staff if you misplace something and ensure that all items are labelled with the name of the participant. We will do our best to return items each day during the course where they are clearly labelled.

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For any further questions, please email the Learning and Participation team at: [participate@rad.org.uk](mailto:participate@rad.org.uk)