

Terms and Conditions

The following terms are applicable to Membership Courses, Masterclasses and Drama Club

Updated: 18th September 2024

1. General Conditions

- 1.1.** Places will be awarded on a first-come, first-served basis.
- 1.2.** NYT reserves the right to amend, withdraw or cancel any of the courses described in the publication.
- 1.3.** Courses will only run if we receive the minimum number of applicants required to viably run the activity.
- 1.4.** Participants who do not attend courses because of illness, personal, educational or professional commitments, transportation delay or failure, equipment failure, inclement weather or unforeseen circumstance are not entitled to refunds unless they adhere to the time scales/terms laid out in clause 4.
- 1.5.** Participants understand they are undertaking the activity at their own risk.
- 1.6.** Participants will adhere to the 'Code of Conduct' that is set out within their course pack. Course packs will be sent at least one week prior to the course commencement. NYT reserves the right to remove any participant not adhering to the code of conduct from the course.

2. Transfers

- 2.1.** Courses are non-transferable. Applicants cannot transfer their purchase to another date, series or year and are valid for specific dates, venues and the named activity only, unless clause 5 applies.

3. Deferrals

- 3.1.** We are unable to defer places on courses or masterclasses to another date, series or year, unless clause 5 applies.

4. Refunds

- 4.1.** To cancel your place on a Course, you must inform us in writing by emailing auditionsandcourses@nyt.org.uk notifying us of your decision to cancel your contract by way of a clear statement. A template sentence is below:

I, *[insert name]*, wish to cancel my place on *[insert Course name]* taking place on *[insert dates of course or masterclass]* at *[insert venue name, if applicable]*.

4.2. Subject to Clause 1.3, the following refund policy applies for **Masterclasses and Drama Clubs ONLY**:

Cancellation made 30 calendar days or more prior to the commencement of the Masterclass/Drama Club	100% refund, minus a £1.50 administration fee
29 – 15 calendar days prior to the commencement of the Masterclass or Drama Club	35% refund, minus a £1.50 administration fee
Within 14 calendar days of the commencement of the Masterclass/Drama Club	No refunds available

4.3. Subject to Clause 1.3, the following refund policy applies for **Membership Courses ONLY** (Junior, Senior, Epic, Backstage, Part-Time & Digital):

Cancellation made 30 calendar days or more prior to the commencement of the Membership course.	100% refund, minus a £1.50 administration fee
29 – 15 calendar days prior to the commencement of the Membership course.	35% refund, minus a £1.50 administration fee
Within 14 calendar days of the commencement of the Membership course.	No refunds available

4.4. We will make the reimbursement without undue delay, and not later than 30 days after the day on which you inform us of your decision to cancel. We will make the reimbursement using the same means of payment used for the initial transaction.

5. NYT Discretion and Exceptional Circumstances

5.1. NYT is able to offer discretionary transfers and refunds in exceptional circumstances. This will require submission of supporting evidence and review by the finance team. NYT does not guarantee transfers or refunds in any case.

For further information on NYT's general terms and conditions, please follow this link:

<https://www.nyt.org.uk/site/terms-conditions/>