

Terms and Conditions

The following terms are applicable to NYT HUB Subscribers.

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. Auditions, Interviews, Courses and Masterclasses will only run if we receive the minimum number of applicants required to viably run the activity.
- 1.4. Participants who do not attend Auditions, Interviews, Courses and Masterclasses 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 6.

2. Transfers for HUB Subscription

- 2.1 HUB Subscription, Auditions and Interviews are non-transferable. Applicants cannot transfer their purchase to another date, series or year. Purchases are valid for specific dates, venues and the named activity only.

3. Deferrals for HUB Subscription

- 3.1 We are unable to pause or defer their subscription to another date, series or year.

4 HUB Subscription

- 4.1 HUB Subscription is available to those aged 11 – 25. (See [Auditions Guide](#) For more information on age restrictions).
- 4.2 HUB Subscription is a year in duration. Payment for subscription is valid for 365 consecutive calendar days.
- 4.3 HUB Subscription will be renewed automatically after 12 months. HUB Subscribers will be notified by email (to the primary email on their account) a month prior to the expiry of their subscription.
- 4.4 HUB Subscribers have the right to cancel the renewal of their subscription by following the requirements set out in clause 5.5.
- 4.5 HUB Subscription access requires a payment of £24. This payment can be made as a one-off annual pass or in twelve instalments of £2 per month.
- 4.6 Each HUB Subscriber is entitled to one audition submission* or backstage interview** per annum (*ages 14 – 25 only, ** ages 17 – 25 only).
- 4.7 HUB Subscriber activity takes place online.
- 4.8 It is the responsibility of the HUB Subscriber to ensure their payment details are up to date during the annual subscription.
- 4.9 HUB Subscribers paying £2 per month must be up to date with their payments in order to access the online content, submit their audition/interview, attend a recall or receive an audition/interview outcome.
- 4.10 It is the responsibility of the HUB Subscriber to ensure the primary email address on their NYT account is accurate.
- 4.11 Should HUB Subscribers wish to be considered for NYT Membership, it is the responsibility of the HUB Subscriber to upload an audition submission link / book onto a backstage interview via their profile.

- 4.12 It is the responsibility of the HUB Subscriber to book a recall audition slot via the NYT website should they be invited to round two 'Live Digital Recalls'.
- 4.13 It is the responsibility of the HUB Subscriber to monitor the NYT Website, Social Media, HUB Notice Board and emails and book themselves onto HUB activity.

5 Cancellation for HUB Subscription

- 5.1 HUB Subscription carries a fourteen-day cooling off period (*from the day of purchase*) in which cancellation is permitted with no financial penalty, provided a self-tape has not been submitted.
- 5.2 Should a self-tape have been submitted within the 14 day cooling off period, HUB refunds are not available and subscribers paying in instalments of £2 per month must complete the annual payment of £24.
- 5.3 After 14 calendar days of purchase HUB Subscription is non-refundable.
- 5.4 HUB Subscribers paying in instalments of £2 per month must complete the annual payment of £24 if the subscription is cancelled after 14 days of purchase.
- 5.5 No refunds, cancellation or deferral of HUB Subscription is available for missed opportunities or non-attendance at HUB activity and auditions/ interview.
- 5.6 To cancel your HUB Subscription within 14 days of purchase or after your initial 12 month subscription period you must inform us in writing by emailing info@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 HUB Subscription purchased on (Insert Date) with the reference number (Insert Reference Number), effective from (Insert date you wish to end your HUB Subscription)

6 Refunds for HUB Subscription

- 6.1 Subject to Clause 1.5, the following refund policy applies for HUB Subscription ONLY:

Within 14 calendar days of purchase (provided no self-tape has been submitted)	100% refund
After 14 calendar days of purchase	No refunds available

7 NYT Discretion in exceptional circumstances

- 7.1 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 full terms and conditions for other NYT Activity please visit [our website](#).