

Terms and Conditions

The following terms are applicable to Courses and Masterclasses (including Start-Up and Re-Start) 2021 and have been revised to accommodate COVID specific clauses.

Last update 07/07/2021

Date:

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 and Masterclasses will only run if we receive the minimum number of applicants required to viably run the activity.
Participants who do not attend Courses and Masterclasses because of illness (Non COVID related), 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 5.
- 1.4. NYT Reserves the right to enforce our own safety procedures and that go above and beyond current Government Guidelines.
- 1.5. Participants understand they are undertaking the activity at their own risk.
- 1.6. By partaking in the activity the participant acknowledges they are subject to compliance with NYT's COVID Safety Guidance.
- 1.7. Participants will ensure they have access to an appropriately insured electronic device and a preset up zoom account, in the event of having to switch to digital learning.

2. Transfers

- 2.1 Courses and Masterclasses 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 for non COVID related circumstances

- 4.1 To cancel your place on an Course or Masterclass, 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 or Masterclass 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 ONLY:

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

4.3 Subject to Clause 1.3, the following refund policy applies for Courses ONLY (Junior, Senior, Epic, Backstage, Weekend, Digital & Top-Up):

Cancellation made 30 calendar days or more prior to the commencement of the Course	100% refund minus a £1.50 administration fee
Between 29 and 22 calendar days prior to the commencement of the Course	35% refund minus a £1.50 administration fee
Within 21 calendar days of the commencement of the 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 COVID related Conditions

- 5.1 In the event of cancellation by NYT pre the commencement of the course or masterclass, and where no alternative provision is provided, a full refund of fees paid will be due.
- 5.2 In the event of cancellation by NYT pre the commencement of the course or masterclass, where alternative provision is provided, a partial refund of fees paid may be due, dependent on the provision offered. NYT reserves the right to determine the amount of the refund due.
- 5.3 Prior to the commencement of the course or masterclass, if a participant is forced to withdraw as a result of a positive PCR test or notification from NHS Test and Trace, a refund of fees, minus a 10% handling fee will be applicable, once supporting evidence has been received. For courses only, a deferred place will be offered for 2022.
- 5.4 Where a full cohort/ bubble is required to isolate due to a positive case and/or close contact, digital alternative learning will be provided, and no refunds will be due.

- 5.5 For courses only - If an individual participant is required to isolate due to a positive Lateral Flow, PCR test or notification from NHS Test and Trace, and is unable to participate in alternative provision during the course the following terms will apply:
- 5.5.1 Less than 50% of the course has been completed – a pro-rata partial refund of course fees minus a 10% handling fee only and the option to defer their place to 2022.
 - 5.5.2 50% or more of the course has been completed – Company Membership of the National Youth Theatre will be offered and the opportunity to join online learning (where available). No refunds will be due.
- 5.6 For Masterclasses only - If an individual participant is required to isolate due to a positive Lateral Flow, PCR test or notification from NHS Test and Trace and is unable to participate in alternative provision during the course the following terms will apply:
- 5.6.1 Less than 50% of the masterclass has been completed – a pro-rata partial refund of course fees only will be due minus a 10% handling fee.
 - 5.6.2 More than 50% of the masterclass has been completed – no refunds will be due.
- 5.7 For courses only – In the event of an individual participant having to self-isolate in the halls of residence, the participant will make every effort to legally and safely return to their home address. This responsibility falls to parents/ guardians for those under 18 or those where additional support is required.
- 5.8 NYT will not be responsible for any additional living costs in the event of a participant having to isolate in the halls of residence. This includes food, personal expenses, accommodation* (**unless on a full accommodation bursary*), and any other unforeseen expense. Participants will be billed upon self-isolation completion for the additional accommodation costs incurred.
- 5.9 NYT cannot be responsible for any additional living or travel costs as a result of having to self-isolate.
- 5.10 NYT is not responsible for any financial losses incurred prior, during or after the course or masterclass for any reason.

6 NYT Discretion in exceptional circumstances

- 6.1 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.