



Closure Policy

The Actor's Training Academy (hereby referred to as TATA) is committed to providing safe, consistent, and reliable delivery of all classes and sessions. However, there may be occasions where sessions need to be cancelled, or the service temporarily closed due to circumstances beyond our control or for operational reasons. This policy explains how closures are managed and communicated.

Planned Closures

TATA may close or suspend sessions during planned periods, including but not limited to:

- School holidays (for school-based provision where applicable)
- Scheduled breaks or term transitions (including bank holidays)
- Pre-planned staff training or development
- Previously communicated academy closures

Where possible, planned closures will be communicated in advance.

Unplanned Closures

On rare occasions, sessions may need to be cancelled at short notice due to:

- Staff illness or unavailability
- Severe weather conditions
- Venue or school closure
- Power failure or technical issues
- Safety or safeguarding concerns
- Other unforeseen circumstances outside of our control

In such cases, we will aim to notify parents, carers, schools, or participants as soon as reasonably possible.

School-Based Provision

Where sessions are delivered in schools:

- School closures automatically apply to TATA provision
- We will follow the school's decisions regarding access to premises and operational safety
- Communication may be managed jointly with the school where appropriate

If a school is closed, sessions will not run.

Rescheduling of Sessions

Where a session is cancelled by TATA:

- We will aim to offer a rescheduled session, where possible
- If a rescheduled session is not possible, the situation will be handled in line with our Refund Policy

Fees and Closures

Where closures occur:

- Fees may still apply depending on the type of provision and booking structure
- Any refunds or credits will be handled in line with our Fees and Refund Policies
- Regular closures (such as term breaks or scheduled holidays) are reflected in programme planning and pricing

Communication of Closures

We will communicate closures using appropriate methods, which may include:

- Email
- Booking platforms (e.g. ClassForKids)
- Direct messaging or call, where applicable
- School communication channels (for school-based provision)

We aim to provide as much notice as reasonably possible, however this may not always be feasible in emergency situations.

Our Commitment

We aim to minimise disruption wherever possible and ensure that any necessary closures are handled transparently, fairly, and with clear communication to all participants and partners.

This policy was adopted by: The Actor's Training Academy	Date: 1 st July 2026
To be reviewed: 1 st July 2027	Signed: GWELLFARE