



Refund Policy

The Actor's Training Academy (hereby referred to as TATA) aims to provide clear and fair guidance regarding refunds across all programmes. This Refund Policy works alongside our Fees and Payment Policy and our Termination and Notice Policy. By enrolling or booking with The Actor's Training Academy, parents, carers, or adult participants agree to the terms outlined in this policy.

General Refund Principle

As a general rule, fees paid to The Actor's Training Academy are non-refundable. This reflects the allocation of staff, planning, and session delivery based on confirmed bookings and places.

Notice Periods and Refunds

Where a participant withdraws in line with the required notice period:

- Fees remain payable for the full notice period
- No refunds will be issued for sessions falling within the notice period
- Any fees already paid covering the notice period will not be refunded

This ensures continuity and stability in staffing and programme delivery.

Cancellation of Sessions by The Actor's Training Academy

Where a session is cancelled by TATA and cannot be rearranged or rescheduled, a refund or credit for that session will be provided. Where possible, we will first seek to offer an alternative session. If this is not possible, a refund will be issued for the affected session only.

Withdrawal by The Actor's Training Academy

Where TATA terminates a participant's place in line with our Termination and Notice Policy:

- Refunds will be considered on a case-by-case basis
- Refunds are not guaranteed
- Any decision will take into account the circumstances including safeguarding, behaviour, payment status, and services already delivered

Where immediate termination is required for safeguarding reasons, no refund will normally be issued.

Unable to Meet Participant Needs

Where TATA determines that it is no longer able to reasonably meet the needs of a participant:

- A fair and proportionate approach will be taken
- Refunds may be considered for any unused pre-paid sessions
- Any refund will reflect services already delivered and administrative commitments already made

Missed Sessions

Refunds are not provided for missed sessions due to:

- Illness
- Holidays
- Personal absence
- Transport issues
- Other non-service-related reasons

Where possible, alternative arrangements or catch-up options may be offered at the discretion of TATA, but this is not guaranteed.

School-Based Provision

For school-based programmes:

- Refunds are subject to the arrangements agreed with the school or payment provider
- Where schools manage payments directly, their refund policies may apply
- Where payments are made directly to TATA, this policy applies

Exceptional Circumstances

In rare and exceptional cases, TATA may consider partial refunds or credits at its discretion. Each case will be reviewed individually, taking into account fairness, safeguarding considerations, and operational impact.

Our Commitment

We aim to apply this Refund Policy consistently, fairly, and transparently, ensuring clarity while maintaining the sustainability of our provision and the quality of our delivery.

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

