



Booking & Cancellation Policy

The Actor's Training Academy (hereby referred to as TATA) aims to make the booking and cancellation process clear, fair, and consistent across all provision. This policy explains how bookings are made, confirmed, managed, and cancelled. It should be read alongside our Fees and Payment Policy, Refund Policy, and Termination and Notice Policy. By making a booking with TATA, parents, carers, or adult participants agree to the terms outlined in this policy.

Making a Booking

Bookings for TATA provision can be made through:

- The ClassForKids platform (for under 18s where applicable)
- Direct registration or booking with The Actor's Training Academy (for adults or specific provision)
- School-based arrangements (for extracurricular clubs delivered in schools)

A place is only confirmed once a participant has been registered and allocated a space within the relevant class or session.

Booking Allocation

All bookings are subject to availability.

TATA reserves the right to manage group sizes, staffing, and suitability of provision to ensure safe and effective delivery.

Where a session is full, participants may be placed on a waiting list.

Changes to Bookings

Requests to change sessions, transfer bookings, or amend attendance must be made in writing.

Changes are subject to availability and cannot always be guaranteed.

Cancellations by Participants

If a participant wishes to cancel or withdraw from sessions, this must be done in accordance with our Termination and Notice Policy. Notice periods vary depending on the type of provision and must be provided in writing. Cancellations outside of required notice periods remain subject to the applicable fees outlined in our Fees and Payment Policy.

Cancellations by The Actor's Training Academy

TATA may cancel or reschedule sessions where necessary due to:

- Staff illness or unavailability
- Venue or school closure
- Operational requirements
- Low enrolment numbers
- Unforeseen circumstances outside of our control

Where a session is cancelled and cannot be rearranged, this will be handled in line with our Refund Policy.

School-Based Provision

For school-based sessions, including LAMDA and extracurricular clubs:

- Bookings may be managed in partnership with the school
- School policies may also apply
- Scheduling and cancellations may be influenced by the school calendar or operational requirements

Non-Attendance

Non-attendance does not constitute cancellation. Fees remain payable for missed sessions in line with our Fees and Payment Policy unless otherwise agreed in writing.

Refunds

Refunds are not governed by this policy.

All refund matters are covered in our Refund Policy.

Our Commitment

We aim to ensure that all bookings and cancellations are handled transparently, consistently, and with clear expectations, supporting both families and the smooth delivery of The Actor's Training Academy programmes.

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