

Refund Policy

Document History

Version Number	Date of Issue	Review Date	Author	Changes made/ detail
1	Sept 2015	July 2016	Laura Gillions	First issue
2	October 2017	July 2018	Sarah Moore	New Format

Aim

This policy is to ensure that Emil Dale Academy (EDA) and Emil Dale School of Performing Arts Ltd (EDSA) provides a clear position on how refunds are managed and dealt with across all parts of the business.

Detail

EDA and EDSA course fees and deposits are non-refundable, unless in an exceptional circumstances.

'Exceptional circumstances' are:

- If EDA/ EDSA becomes unable to offer the course.
- If EDA/ EDSA has reason to withdraw an offer of enrolment.
- If injury or other circumstances require a student to withdraw from the course.

In the above instance, full or partial refund will be discussed with the student(s) in question. This will be at the manager's discretion.

EDA will make no refund if:

- Student absence or behaviour requires us to discontinue their training.
- Applicants withdraw with no notice and give no reason for their withdrawal.

Private singing lessons

No refund is offered if a student misses their private singing lesson.

We will make every effort to reschedule a singing lesson, provided we are given notice.

Absences

No refund is offered if students miss training due to illness, unless it is for an extended period of time wherein they will miss more than four consecutive weeks of training.

This will be at Senior Management discretion if any refund is given.

No refund is offered if students miss training due to taking on professional work.

Graduation

EDA will prepare students for auditions as fully as we are able. EDA/ EDSA does not guarantee that on completion of any pre-vocational courses here that those students will be offered higher-education courses.

Nor do we guarantee that students will be able to immediately start work in the industry following the industry-ready courses.

Any student on the 1 Year Gap Year course or pre-vocational courses will not be guaranteed agency representation.

No refund of course fees is offered if a student is unsuccessful in auditioning for drama school or professional work.

If you think that you are entitled to a refund for any reason, appeals can be sent to EDA at 60 Wilbury Way, Hitchin, Herts, SG4 0TA, or by email at info@emildale.co.uk.

Document review

Reviewed By	Reviewed Date	Signature
Co-reviewed by	Reviewed date	Signature